



## Social Science Studies Collection



“The management of the National Park System requires a continuous set of decisions, some small, some large, all important. Many affect people—including visitors, employees, concessioners, nearby communities, and National Park Service (NPS) partners. An accurate understanding of the relationship between people and parks is critical to both protecting resources unimpaired *and* providing for public enjoyment. The social sciences—those sciences that explore the human condition—are valued disciplines in the scientific repertoire needed by the NPS.”

Dr. Michael A. Soukup, Associate Director,  
Natural Resource Stewardship and Science

As part of an effort to conduct and promote state-of-the-art social science related to the mission of the National Park Service, and deliver usable knowledge to NPS managers and the public, the Social Science Program has established the **Social Science Studies Collection**.

This collection reflects a growing demand by park managers for information on the relationship between people and parks. Currently, it includes more than 220 records including study reports, images and other documents produced by or for the NPS from disciplines such as recreation resource management, economics, geography, psychology, political science, and sociology.

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### Issues Examined

- Visitor demographics and characteristics
- Motivations for park visits
- Opinions and preferences toward NPS interpretive services
- Evaluation of NPS exhibits
- Recreation use and use patterns
- Public involvement in resource management
- Economic impacts of park visitation
- Crowding and carrying capacity
- Human-wildlife interactions
- Meanings and values of place
- Attitudes toward the Recreation Fee Demonstration Program
- Alternative transportation options
- Safety and risk management
- Recommendations for future planning and park management

### To Access the Collection

To search the collection on the NPS Intranet, read, and print these study reports and other documents, visit the **NPS Focus Digital Library & Research Station** website at <http://focus.inside.nps.gov/>.

The **NPS Focus Digital Library and Research Station** is currently available only on the NPS Intranet. It is scheduled to become public in 2005.

For those who do not have access to the NPS Intranet, requested records can be sent via email. The following is a list of records in the Social Science Studies Collection. Requests for specific records should be sent to Brian Forist at [brian\\_forist@partner.nps.gov](mailto:brian_forist@partner.nps.gov).

**Call #**

SB481.V5 V4 no.1 1982

**Park(s)**

GRTE

**Subject Area**

Visitor Study, Visitor Characteristics, Visitor Mapping, Grand Teton National Park

**Key Words**

visitors ; visitor characteristics ; interpretation ; inventory ; mapping ; services ; documentation ; concessions ; pilot study ; Grand Teton National Park

**Title**

Mapping Interpretive Services: A Pilot Study At Grand Teton National Park: Summer 1982

**Author(s)**

Machlis, Ham, Van Every

**Summary**

The report describes an effort to develop a technique for inventorying or "mapping" the interpretive services offered to visitors to National Park System areas. The authors argue that as a first step, interpretive services need to be documented. Second, a brief literature review is provided. Third, the authors provide a conceptual framework for understanding interpretation, and suggest important variables. Next, the methods used in the pilot study are outlined. Then, the authors present the results of the research. Finally, they suggest several ways to use the information, and make recommendations.

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**Call #**

SB481.V5 V4 no.2 1984

**Park(s)**

GRTE

**Subject Area**

Visitor Study, Mapping Interpretive Services, Interpretation, Barriers

**Key Words**

interpretation ; interpretive services ; mapping ; barriers ; adoption ; diffusion ; interpretive managers ; management ; planning ; survey

**Title**

Visitor Services Project Report 2: Mapping Interpretive Services: Identifying Barriers To Adoption And Diffusion of The Method: 1983

**Author(s)**

Machlis, Van Every

**Summary**

This report describes a 1983 survey of National Park Service interpretive managers and planners. The purpose of this survey was to identify potential barriers to the adoption of the interpretive services mapping technique. The technique was developed as part of an ongoing visitor services project at the Cooperative Park Studies Unit.

**Call #**

SB481.V5 V4 no.3 1983

**Park(s)**

YELL/MORU

**Subject Area**

Visitor Services Project, Visitors, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor study ; survey ; interpretation ; interpretive services ; mapping ; Yellowstone National Park ; Mount Rushmore National Memorial

**Title**

Visitor Services Project Report 3: Mapping Interpretive Services: A Follow-Up Study At Yellowstone National Park And Mt. Rushmore National Memorial

**Author(s)**

Ham, Machlis, Dragon, Kardos, Lewis, Narby

**Summary**

This report is the third in a series of reports on the Visitor Services Project. It describes Yellowstone National Park and Mt. Rushmore National Monument during the summer of 1983. The purpose of the study was to refine a technique for mapping interpretive services provided by the public and private sectors in the National Park Service areas.

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**Call #**

SB481.V5 V4 no.4 1983

**Park(s)**

YELL

**Subject Area**

Visitor Services Project, Visitors, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor characteristics ; interpretation ; visitor mapping ; management ; planning ; Yellowstone National Park

**Title**

Visitor Services Project Report 4: Mapping Visitor Populations: A Pilot Study At Yellowstone National Park

**Author(s)**

Machlis, Ham, Dragon, Narby, Lewis

**Summary**

This report describes a pilot effort to design a practical technique for gathering useful management information about visitors. The effort is part of a wider Visitor Services Project being conducted by the Cooperative Park Studies Unit at the University of Idaho. The general trend of more visitors, more services, and more complex management create the need for information about the people who visit units of the National Park System.

**Call #**

SB481.V5 V4 no.5 1985

**Park(s)**

NOCA

**Subject Area**

Visitor Services Project, Visitors, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor characteristics ; visitor survey ; interpretation ; visitor mapping ; management ; planning ; North Cascades National Park ; Hozomeen ; Stehekin

**Title**

Visitor Services Project Report 5: North Cascade National Park Service Complex

**Author(s)**

Baldwin, Machlis, Johnson

**Summary**

This report describes the results of a visitor mapping program undertaken at North Cascades National Park Service Complex during the summer of 1985. The effort was part of an on-going project to develop practical techniques for collecting visitor data that would be useful for park management. Data were collected from visitors to three main areas of the park - the North Cascade Highway Corridor, Hozomeen, and Stehekin.

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**Call #**

SB481.V5 V4 no.6 1985

**Park(s)**

CRLA

**Subject Area**

Visitor Services Project, Visitors, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor characteristics ; visitor survey ; visitor mapping ; interpretation ; management ; planning ; Crater Lake National Park

**Title**

Visitor Services Project Report 6: Crater Lake National Park

**Author(s)**

Baldwin, Machlis, Hospodarsky, Field

**Summary**

This report describes the results of a study conducted at Crater Lake National Park during the summer of 1985. The effort was part of an on-going project to develop practical techniques for collecting visitor data that would be useful for park management.

**Call #**

SB481.V5 V4 no.7 1986

**Park(s)**

GETT

**Subject Area**

Visitor Services Project, Visitors, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor characteristics ; visitor behavior ; visitor survey ; visitor mapping ; interpretation ; tour ; modern structure ; Gettysburg Address ; management ; planning ; Gettysburg National Military Park

**Title**

Visitor Services Project Report 7: Gettysburg National Military Park

**Author(s)**

Machlis, Baldwin

**Summary**

This report describes the results of a visitor mapping study undertaken at Gettysburg National Military Park during the summer of 1986. The purpose of the study was to provide the park staff with useful information about their visitors and interpretive program.

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**Call #**

SB481.V5 V4 no.8 1986

**Park(s)**

INDE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; visitor survey ; interpretation ; activities ; bookstore ; City Tavern ; Independence National Historical Park

**Title**

Visitor Services Project Report 8: Independence National Historical Park

**Author(s)**

Machlis, Baldwin

**Summary**

This report describes the results of a visitor mapping study at Independence National Historical Park during the week of July 31-August 6, 1986. Visitors were contacted in six city blocks surrounding park buildings. The visitor survey provides a profile of the people who visit this unit of the National Park System, which sites they visit, their activities, their reasons for purchasing items at park bookstores, their reasons for visiting City Tavern, and their sources of information about the Park.

**Call #**

SB481.V5 V4 no.9 1986

**Park(s)**

VAFO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; visitor survey ; interpretation ; activities ; management ; planning ; Valley Forge National Historical Park

**Title**

Visitor Services Project Report 9: Valley Forge National Historical Park

**Author(s)**

Machlis, Baldwin

**Summary**

This report describes the results of a visitor mapping study undertaken at Valley Forge National Historical Park during the summer of 1986 by the Cooperative Park Studies Unit at the University of Idaho as part of the Visitor Services Project. One purpose of the study was to provide the park staff with useful information about their visitors and their interpretive program.

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**Call #**

SB481.V5 V4 no.10 1987

**Park(s)**

COLO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitor ; visitor characteristics ; visitor survey ; activities ; interpretation ; seasonal variation ; management ; planning ; Williamsburg ; Colonial National Historical Park

**Title**

Visitor Services Project Report 10: Colonial National Historical Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes a survey of visitors conducted in Colonial National Historical Park in the fall of 1987 by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the purposes of this project was to provide park management with useful information about visitors to the park and the interpretive program.

**Call #**

SB481.V5 V4 no.11 1987

**Park(s)**

GRTE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; accommodations ; visitor center ; management ; planning ; Grand Teton National Park

**Title**

Visitor Services Project Report 11: Grand Teton National Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Grand Teton National Park the week of July 12-18, 1987 by the Cooperative Park Studies Unit at the University of Idaho as part of the Visitor Services Project. Questionnaires were given to 1,500 visitors and 499 were returned, for a 33% response rate. One goal of the study was to provide park managers with information about visitors and the park's interpretive program.

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**Call #**

SB481.V5 V4 no.12 1987

**Park(s)**

HAFE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; expenditures ; management ; planning ; survey ; Harpers Ferry National Historical Park

**Title**

Visitor Services Project Report 12: Harpers Ferry National Historic Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Harpers Ferry National Historical Park the week of July 26-August 1, 1987 by the Cooperative Park Studies Unit at the University of Idaho as part of the Visitor Services Project. One goal of the study was to provide park managers with information about visitors and the park's interpretive program.

**Call #**

SB481.V5 V4 no.13 1987

**Park(s)**

MEVE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; expenditures ; management ; planning ; Mesa Verde National Park

**Title**

Visitor Services Project Report 13: Mesa Verde National Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Mesa Verde National Park the week of June 19-25, 1987 by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One goal of this survey was to provide park managers with information about visitors to the park and the interpretive program.

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**Call #**

SB481.V5 V4 no.14 1987

**Park(s)**

SHEN

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; expenditures ; management ; planning ; Shenandoah National Park

**Title**

Visitor Services Project Report 14: Shenandoah National Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Shenandoah National Park during the summer and fall of 1987 by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One goal of this survey was to provide park managers with information about visitors to the park and the interpretive program.



**Call #**

SB481.V5 V4 no.15 1987

**Park(s)**

YELL

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; expenditures ; accommodations ; survey ; management ; planning ; Shenandoah National Park

**Title**

Visitor Services Project Report 15: Yellowstone National Park: July, 1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Yellowstone National Park during the week of July 12-18, 1987 by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One goal of this survey was to provide park managers with information about visitors to the park and the interpretive program.

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**Call #**

SB481.V5 V4 no.16 1987

**Park(s)**

INDE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; expenditures ; accommodations ; survey ; management ; planning ; Independence National Historical Park

**Title**

Visitor Services Project Report 16: Independence National Historical Park: 1986/1987

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken at Yellowstone National Park from 1986 to 1987 by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One goal of this survey was to provide park managers with information about visitors to the park and the interpretive program.

**Call #**

SB481.V5 V4 no.17 1988

**Park(s)**

GLCA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; recreation ; non-recreational users ; lakeshore ; backcountry ; survey ; management ; planning ; Glen Canyon National Recreation Area

**Title**

Visitor Services Project: Glen Canyon National Recreation Area: July, 1988

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken on the week of July 17-23, 1988 at Glen Canyon National Recreation Area by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.18 1988

**Park(s)**

Machlis, Dolsen

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; recreation ; transportation ; wildlife ; concessions ; expenditures ; survey ; management ; planning ; Denali National Park and Preserve

**Title**

Visitor Services Project: Denali National Park and Preserve: July, 1988

**Author(s)**

DENA

**Summary**

This report describes the results of a visitor mapping study undertaken on the week of July 26-August 1, 1988 at Denali National Park and Preserve by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.19 1988

**Park(s)**

BRCA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; recreation ; origins ; destinations ; facilities ; expenditures ; survey ; management ; planning ; Bryce Canyon National Park

**Title**

Visitor Services Project: Bryce Canyon National Park: July, 1988

**Author(s)**

Machlis, Littlejohn, Dolsen

**Summary**

This report describes the results of a visitor mapping study undertaken on the week of July 10-16, 1988 at Bryce Canyon National Park by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.20 1988

**Park(s)**

CRMO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; recreation ; origins ; destinations ; expenditures ; survey ; management ; planning ; Craters of the Moon National Monument

**Title**

Visitor Services Project: Craters of the Moon National Monument: June, 1988

**Author(s)**

Machlis, Dolsen, Madison

**Summary**

This report describes the results of a visitor mapping study undertaken on the week of June 26-July 2, 1988 at Craters of the Moon National Monument by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.21 1989

**Park(s)**

EVER

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; services ; facilities ; expenditures ; survey ; management ; planning ; Everglades National Park

**Title**

Visitor Services Project: Everglades National Park: February, 1989

**Author(s)**

Dolsen, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of February 26-March 4, 1989 in Everglades National Park by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.22 1989

**Park(s)**

STLI

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; services ; facilities ; expenditures ; survey ; management ; planning ; Statue of Liberty National Monument

**Title**

Visitor Services Project: Statue of Liberty National Monument: June, 1989

**Author(s)**

Madison, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of June 18-26, 1989 at Statue of Liberty National Monument by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.23 1989

**Park(s)**

WHHO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; transportation ; tickets ; tours ; information ; services ; facilities ; visitor center ; Washington, D.C. ; White House

**Title**

National Park Service Visitor Services Project: The White House Tours: Summer 1989

**Author(s)**

Machlis, Dolsen

**Summary**

This report describes a visitor mapping project undertaken the June 28-July 1, 1989 at the White House by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.24 1989

**Park(s)**

LIHO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; tours ; tickets ; handicapped ; expenditures ; interpretation ; survey ; Lincoln Home National Historic Site

**Title**

Visitor Services Project: Lincoln Home National Historic Site: July, 1989

**Author(s)**

Dolsen, Littlejohn, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of July 2-8, 1989 at Lincoln Home National Historic Site by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.25 1989

**Park(s)**

YELL

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; fire ; opinions ; survey ; management ; planning ; Yellowstone National Park

**Title**

Visitor Services Project: Yellowstone National Park: July, 1989

**Author(s)**

Littlejohn, Dolsen, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of July 12-18, 1989 at Yellowstone National Park by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.26 1989

**Park(s)**

DEWA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; survey ; management ; planning ; Delaware Water Gap National Recreation Area

**Title**

Visitor Services Project: Delaware Water Gap National Recreation Area: July, 1989

**Author(s)**

Madison, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of July 22-30, 1989 at Delaware Water Gap National Recreation Area by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.27 1989

**Park(s)**

MUWO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; expenditures ; shuttle ; reservation ; survey ; management ; planning ; Golden Gate National Recreation Area ; Muir Woods National Monument

**Title**

Visitor Services Project: Muir Woods National Monument: March, 1990

**Author(s)**

Littlejohn, Machlis

**Summary**

This report describes a visitor mapping project undertaken the week of August 2-8, 1989 at Muir Woods National Monument by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.28 1990

**Park(s)**

CANY

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; expenditures ; tours ; education ; survey ; management ; planning ; Canyonlands National Park

**Title**

Visitor Services Project: Canyonlands National Park: May, 1990

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping project undertaken the week of May 10-16, 1990 at Canyonlands National Park by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

**Call #**

SB481.V5 V4 no.29 1990

**Park(s)**

WHSA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; expenditures ; survey ; management ; planning ; White Sands National Monument

**Title**

Visitor Services Project: White Sands National Monument: May, 1990

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping project undertaken the week of May 26-June 1, 1990 at White Sands National Monument by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.

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**Call #**

SB481.V5 V4 no.30 1990

**Park(s)**

NACC

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; information ; bus ; tours ; capital ; facilities ; survey ; management ; planning ; National Capital Parks - Central

**Title**

Visitor Services Project: The National Monuments: June, 1990

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping project undertaken the week of June 17-23, 1990 at National Capital Parks - Central by the Cooperative Park Studies Unit of the University of Idaho as a part of the Visitor Studies Project. One goal of this survey was to provide park managers with information about visitors and the interpretive program.



**Call #**

SB481.V5 V4 no.31 1990

**Park(s)**

KEFJ

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; transportation ; expenditures ; oil spill ; survey ; management ; planning ; Kenai Fjords National Park

**Title**

Visitor Services Project: Kenai Fjords National Park: July, 1990

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping project conducted the week of July 7-13, 1990 in Kenai Fjords National Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project was to provide park managers with information about the visitors and the interpretation program.

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**Call #**

SB481.V5 V4 no.32 1990

**Park(s)**

GATE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; interpretation ; activities ; facilities ; survey ; management ; planning ; Gateway National Recreation Area

**Title**

Visitor Services Project: Gateway National Recreation Area: July, 1990

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping project conducted the week of July 8-14, 1990 in Gateway National Recreation Area by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project was to provide park managers with information about the visitors and the interpretation program.

**Call #**

SB481.V5 V4 no.33 1990

**Park(s)**

PETE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; auto tape ; civil war ; battlefield ; pollution ; interference ; survey ; planning ; management ; Petersburg National Battlefield

**Title**

Visitor Services Project: Petersburg National Battlefield: July, 1990

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping project conducted the week of July 17-23, 1990 at Petersburg National Battlefield by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project is to provide park managers with information about the visitors and interpretive program in the park.

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**Call #**

SB481.V5 V4 no.34 1990

**Park(s)**

DEVA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; language ; accommodations ; bookstore ; survey ; planning ; management ; Death Valley National Monument ; Death Valley National Park

**Title**

Visitor Services Project: Death Valley National Monument: July, 1990

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping project conducted the week of July 18-24, 1990 at Death Valley National Monument by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project is to provide park managers with information about the visitors and interpretive program in their park.

**Call #**

SB481.V5 V4 no.35 1990

**Park(s)**

GLAC

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; expenditures ; entrance ; exit ; campground ; picnic area ; restroom ; management ; planning ; Glacier National Park

**Title**

Visitor Services Project: Glacier National Park: July, 1990

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping project conducted the week of July 29-August 4, 1990 in Glacier National Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project is to provide park managers information about the visitors and interpretive program in their park.

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**Call #**

SB481.V5 V4 no.36 1990

**Park(s)**

SCBL

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; expenditures ; facilities ; trail ; shuttle ; management ; planning ; Scotts Bluff National Monument

**Title**

Visitor Services Project: Scotts Bluff National Monument: August, 1990

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping project conducted the week of July 29-August 4, 1990 in Scotts Bluff National Monument by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Services Project. One of the goals of this project is to provide park managers information about the visitors and interpretive program in their park.

**Call #**

SB481.V5 V4 no.37 1990

**Park(s)**

JODA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; transportation ; highway ; facilities ; planning ; management ; John Day Fossil Beds National Monument

**Title**

Visitor Services Project: John Day Fossil Beds National Monument: August, 1990

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of August 19-25, 1990 at John Day Fossil Beds National Monument by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.38 1991

**Park(s)**

JELA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; transportation ; shuttle ; ranger ; tours ; services ; facilities ; planning ; management ; Jean Lafitte National Historic Park and Preserve

**Title**

Visitor Services Project: Jean Lafitte National Historical Park and Preserve: March, 1991

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of March 13-19, 1991 at Jean Lafitte National Historic Park and Preserve by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

**Call #**

SB481.V5 V4 no.39 1991

**Park(s)**

JOTR

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; facilities ; expenditures ; maintenance ; rock climbing ; campgrounds ; survey ; planning ; management ; Joshua Tree National Monument ; Joshua Tree National Park

**Title**

Visitor Services Project: Joshua Tree National Monument: April, 1991

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of April 18-24, 1991 at Joshua Tree National Monument by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.40 1991

**Park(s)**

WHHO

**Subject Area**

Visitor study, Visitor characteristics, Demographics, White House

**Key Words**

visitors ; visitor study ; visitor characteristics ; demographics ; information ; transportation ; tickets ; duration ; facilities ; services ; evaluations ; questionnaires; white house

**Title**

National Park Service Visitor Services Project: The White House Tours: Spring 1991

**Author(s)**

Machlis, Madison, Livingston

**Summary**

This report describes the results of a study of White House tour visitors. It was conducted in November 1991 by the Cooperative Park Studies Unit (CPSU) of the National Park Service at the University of Idaho, in cooperation with Howard University, Washington, D.C. There are two kinds of tours at the White House. Congressional tours are by reservation through congressional offices and have one guide for a limited number of visitors. Public tours have guides stationed in each room, and tickets must be obtained on a first come, first served basis. Interviews were conducted and questionnaires distributed to a sample of visitors touring the White House. The results of those interviews and questionnaires are contained in this report.

**Call #**

SB481.V5 V4 no.41 1991

**Park(s)**

NATR

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; historic sites ; transportation ; highway ; entrance ; survey ; planning ; management ; Natchez Trace Parkway

**Title**

Visitor Services Project: Natchez Trace Parkway: May, 1991

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping study conducted the week of May 12-18, 1991 at Natchez Trace Parkway by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.42 1991

**Park(s)**

NOCA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; shuttle ; transportation ; camping ; reservations ; facilities ; survey ; planning ; management ; Stehekin ; North Cascades National Park

**Title**

Visitor Services Project: Stehekin: North Cascades National Park, Lake Chelan National Recreation Area: August, 1991

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of August 25-30, 1991 in the Stehekin region of North Cascades National Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

**Call #**

SB481.V5 V4 no.43 1991

**Park(s)**

CIRO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; facilities ; survey ; planning ; management ; City of Rocks National Reserve

**Title**

Visitor Services Project: City of Rocks National Reserve: September, 1991

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping study conducted the week of August 30-September 5, 1991 at City of Rocks National Reserve by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.44 1991

**Park(s)**

WHHO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; interpretation ; tour ; congressional tour ; public tour ; transportation ; visitor center ; survey ; planning ; management ; President's Park ; White House

**Title**

National Park Service Visitor Services Project: The White House Tours: Fall 1991

**Author(s)**

Machlis, Madison, Livingston

**Summary**

This report describes a visitor mapping study conducted the week of April 23-30, 1991 at President's Park (the White House) by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

**Call #**

SB481.V5 V4 no.45 1992

**Park(s)**

BIBE

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; demography ; expenditures ; maintenance ; concessions ; education ; interpretation ; facilities ; survey ; planning ; management ; Big Bend National Park

**Title**

Visitor Services Project: Big Bend National Park: April, 1992

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of April 3-9, 1992 at Big Bend National Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.46 1992

**Park(s)**

FRDO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; demography ; transportation ; African-American ; interpretation ; survey ; planning ; management ; Frederick Douglass National Historic Site

**Title**

Visitor Services Project: Frederick Douglass National Historic Site: May, 1992

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping study conducted the week of May 3-9, 1992 at Frederick Douglass National Historic Site by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.



**Call #**

SB481.V5 V4 no.47 1992

**Park(s)**

GLEC

**Subject Area**

Glen Echo Park, Visitor study, Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; urban park ; dancing ; amusement park ; theater ; arts

**Title**

Visitor Services Project: Glen Echo Park: Spring 1992

**Author(s)**

Madison

**Summary**

This report first profiles Glen Echo Park visitors. One of the study results suggests that eighty-eight percent of weekday visitors and 91% of festival visitors arrived at Glen Echo Park by private vehicle. Ninety-nine percent of weekday and 72% of festival visitors spent four hours or less at the site. Festival visitors relied on previous visits (59%), newspaper articles (54%) and advice from friends and relatives (43%) as the most often used sources of information about the park. In addition, the activities that weekday visitors participated in the most during their visit were dance (29%), classes (28%) and riding on the carousel (22%).

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**Call #**

SB481.V5 V4 no.48 1992

**Park(s)**

BEOL

**Subject Area**

Bent's Old Fort National Historic Site, Visitor study, American West, Visitor Services Project

**Key Words**

visitors ; activities ; interests ; interpretation ; quality rating ; American history ; fort ; house tour ; audience ; interpretive media ; interpreter ; room furnishings ; domestic animals

**Title**

Visitor Services Project: Bent's Old Fort National Historic Site: Summer 1992

**Author(s)**

Littlejohn

**Summary**

This report profiles Bent's Old Fort National Historic Site visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most frequent reasons bringing visitors to the fort were to learn about history (78%), curiosity (61%) and to see exhibits/furnishings (51%). Seventy-seven percent of the visitors considered history of the West as a special interest/hobby. Another study result suggests that the most used visitor services were the reconstructed fort and room furnishings. The reconstructed fort and guided tour were the most important services according to visitors. The sales area and seeing domestic animals at the fort were the least important services. The reconstructed fort and employee assistance received the highest quality ratings. Seeing domestic animals and restrooms were considered the poorest quality services.

**Call #**

SB481.V5 V4 no.49 1992

**Park(s)**

JEFF

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; demography ; language ; arch ; tour ; fee ; interpretation ; survey ; planning ; management ; Jefferson National Expansion Memorial

**Title**

Visitor Services Project: Jefferson National Expansion Memorial: June, 1992

**Author(s)**

Madison

**Summary**

This report describes a visitor mapping study conducted the week of June 23-39, 1992 at Jefferson National Expansion Memorial by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.50 1992

**Park(s)**

ZION

**Subject Area**

Zion National Park, Visitor study, Interpretation, Visitor experience

**Key Words**

Outdoor recreation ; demographics ; landscape ; wilderness ; planning ; viewshed

**Title**

Visitor Services Project: Zion National Park: Summer 1992

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Zion National Park. One of the study results highlights that most visitors photographed and/or painted/drew, stopped at scenic pullouts and hiked less than two hours. Many visitors commented on how much they enjoyed the quality of the landscape.

**Call #**

SB481.V5 V4 no.51 1992

**Park(s)**

NERI

**Subject Area**

New River Gorge National River, Visitor study, Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; rafting ; whitewater rafting ; extreme recreation activity ; coal mining ; history ; Appalachian

**Title**

Visitor Services Project: New River Gorge National River: Summer 1992

**Author(s)**

Madison

**Summary**

This report first profiles New River Gorge National River visitors. One of the study results suggests that sightseeing (91%), hiking (28%) and visiting historic sites (26%) were the most common activities visitors mentioned they participated in at New River Gorge National River. In addition, white water activities, coal mining and nature study were mentioned by visitors as the brochures they used most. Nature study and coal mining brochures were rated by visitors as the most useful.

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**Call #**

SB481.V5 V4 no.52 1992

**Park(s)**

KLGO

**Subject Area**

Klondike Gold Rush National Historical Park, Visitor study, Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; gold rush ; pioneer

**Title**

Visitor Services Project: Klondike Gold Rush National Historic Park: Summer 1992

**Author(s)**

Littlejohn

**Summary**

This report first profiles Klondike Gold Rush National Historical Park visitors. One of the study results suggests that most visitors (67%) spent less than one day at Klondike Gold Rush. Most visitors shopped for souvenirs or gifts (89%), ate in a restaurant or cafe (64%) and used the city walking tour (53%). The most-visited park sites were the Depot/Klondike Gold Rush Visitor Center (85%), the Mascot Saloon (67%) and Moore Buildings (55%). In addition, the most used interpretive visitor services were visitor center exhibits (69%), visitor center restrooms (57%) and park brochure/map (53%).

**Call #**

SB481.V5 V4 no.53 1992

**Park(s)**

ARHO

**Subject Area**

Arlington House, Visitor study, Robert E. Lee Memorial, Visitor Services Project

**Key Words**

visitors ; activities ; interests ; interpretation ; quality rating ; Civil war history ; American history ; museum ; house tour ; audience ; interpreter ; Robert E. Lee

**Title**

Visitor Services Project: Arlington House The Robert E. Lee Memorial: Summer 1992

**Author(s)**

Madison

**Summary**

This report profiles Arlington House, the Robert E. Lee Memorial visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that forty-two percent of visitors said they preferred to tour the house at their own pace and hear informal talks about each room on future tours of the Arlington House. Another study result suggests that most visitors (56%) found original artifacts, what happened to the Arlington estate during the Civil War (52%), and photographic displays (30%) as the three most interesting subjects in the current museum.

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**Call #**

SB481.V5 V4 no.54 1993

**Park(s)**

GWMP

**Subject Area**

Belle Haven Park, Visitor study, Dyke Marsh Wildlife Preserve, Visitor Services Project

**Key Words**

visitors ; activities ; interests ; interpretation ; hiking ; quality rating ; trails ; park staff ; waterfront ; marsh

**Title**

Visitor Services Project: Belle Haven Park/Dyke Marsh Wildlife Preserve: Spring 1993

**Author(s)**

Madison

**Summary**

This report profiles Belle Haven Park/Dyke Marsh Wildlife Preserve visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most commonly used services were the park staff (42%), and the bulletin board (34%). The park staff received the highest quality ratings. Another study result suggests that the most-common activities were enjoying the waterfront (55%) and enjoying nature (54%).

**Call #**

SB481.V5 V4 no.55 1993

**Park(s)**

SAMO

**Subject Area**

Santa Monica Mountains National Recreation Area,  
Visitor study, Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; urban park ;  
event ; Topanga Banjo-Fiddle Contest ; expenditures ;  
radio station

**Title**

Visitor Services Project: Santa Monica Mountains  
National Recreation Area: Spring 1993

**Author(s)**

Littlejohn

**Summary**

This report first profiles Topanga Banjo-Fiddle Contest  
visitors and then general Santa Monica Mountains  
visitors.

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**Call #**

SB481.V5 V4 no.56 1993

**Park(s)**

WHMI

**Subject Area**

Whitman Mission National Historical Site, Visitor study,  
Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; history ;  
meanings of place ; tragedy ; hardship ; multiple points  
of view ; American Indians ; pioneers ; conflicts

**Title**

Visitor Services Project: Whitman Mission National  
Historic Site: Summer 1993

**Author(s)**

Madison

**Summary**

This report profiles Whitman Mission National  
Historical Site visitors. One of the study results suggests  
that local sites most often visited were the Fort Walla  
Walla Museum (34%), Whitman College (24%) and  
Pioneer Park (23%). Ninety-five per cent of visitors said  
noise, modern structures, and air or other types of  
pollution did not interfere with their experience at  
Whitman Mission. Visitors also commented on the idea  
of multiple points of view.

**Call #**

SB481.V5 V4 no.57 1993

**Park(s)**

SITK

**Subject Area**

Sitka National Historical Park, Visitor study, Recreation, Demographics

**Key Words**

Visitor experiences ; visitors ; activities ; Alaska ; Russian Bishop's House ; totem poles ; history ; transportation ; exhibit

**Title**

Visitor Services Project: Sitka National Historic Park: Summer 1993

**Author(s)**

Littlejohn

**Summary**

This report profiles Sitka National Historical Park visitors. One of the study results suggests that The most used visitor services were the totem poles, park visitor center exhibits and trails. Information from park employees and trails were the most important services according to visitors. The first floor exhibits in the Russian Bishop's House were the least important service. Trails and second floor tour of the Russian Bishop's House received the highest quality ratings. In addition, fourteen percent of visitors said they were Sitka residents.

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**Call #**

SB481.V5 V4 no.58 1993

**Park(s)**

INDU

**Subject Area**

Indiana Dunes National Lakeshore, Visitor study, Recreation, Demographics

**Key Words**

Indiana Dunes ; visitor experiences ; visitors ; activities ; swimming

**Title**

Visitor Services Project: Indiana Dunes National Lakeshore: Summer 1993

**Author(s)**

Madison

**Summary**

This report profiles Indiana Dunes National Lakeshore. One of the study results suggests that most visitors (56%) spent between two to four hours at Indiana Dunes National Lakeshore. Walking on the beach (61%), sun bathing (52%), and swimming (51%) were the most popular activities during their visit. Swimming (72%), walking on the beach (70%) and sun bathing (64%) were the most common activities the visitors listed as activities they participated in during past visits to the park.

**Call #**

SB481.V5 V4 no.59 1993

**Park(s)**

REDW

**Subject Area**

Redwood National Park, Visitor study, Recreation, Demographics

**Key Words**

Redwood ; visitor experiences ; visitors ; activities ; beachcombing ; bird watching ; hiking

**Title**

Visitor Services Project: Redwood National Park: Summer 1993

**Author(s)**

Littlejohn

**Summary**

This report profiles Redwood National Park visitors. One of the study results suggests that viewing the scenery was the most often identified reason for visiting the park (93%). In addition, most visitors (59%) spent less than one day in the park; 25% spent two or three days. They participated in sightseeing (91%), walking/hiking two hours or less (64%), wildlife/bird viewing (39%), picnicking (36%), and beachcombing (34%).

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**Call #**

SB481.V5 V4 no.60 1993

**Park(s)**

CHIS

**Subject Area**

Channel Islands National Park, Visitor study, Recreation, Demographics

**Key Words**

Channel Islands ; visitor experiences ; visitors ; activities ; marine resources ; human-wildlife interactions ; wildlife ; photography ; fishing ; Pacific Ocean

**Title**

Visitor Services Project: Channel Islands National Park: Summer 1993

**Author(s)**

Madison

**Summary**

This report profiles Channel Islands National Park visitors. One of the study results suggests that the most common activities were marine mammal watching (45%), bird watching (34%) and photography (33%). The most common activities during past visits were marine watching (61%), photography (45%) and recreational fishing (44%).

**Call #**

SB481.V5 V4 no.61 1993

**Park(s)**

PECO

**Subject Area**

Pecos National Historical Park, Visitor study, Recreation, Demographics

**Key Words**

visitor experiences ; visitors ; activities ; trail

**Title**

Visitor Services Project: Pecos National Historic Park: Summer 1993

**Author(s)**

Littlejohn

**Summary**

This report profiles Pecos National Historical Park visitors. One of the study results suggests that the most important services according to visitors were the trail (85%), visitor center restrooms (82%) and visitor center personnel (80%). The best quality services were visitor center personnel (88%), visitor center exhibits (88%), roving rangers (88%), and the trail (87%). The poorest quality service was cultural demonstrations (15%).

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**Call #**

SB481.V5 V4 no.62 1993

**Park(s)**

CACH

**Subject Area**

Canyon de Chelly National Monument, Visitor study, Recreation, Demographics

**Key Words**

visitor experiences ; visitors ; activities ; Native Americans ; American Indians ; Navajo ; culture ; archeology ; visitor experiences ; crafts

**Title**

Visitor Services Project: Canyon de Chelly National Monument: Summer 1993

**Author(s)**

Littlejohn

**Summary**

This report profiles Canyon de Chelly National Monument visitors. One of the study results highlights that most visitors think access to the Canyon, which is owned by the Navajo tribe, should be limited (86%). Indian culture is the topic visitors would most like to learn about on a future visit (84%). In addition, common activities for visitors were stopping at scenic overlooks (95%), photography (81%), viewing archeological sites (67%), shopping for Navajo arts and crafts (51%), hiking the White House Trail (46%) and experiencing Navajo culture (33%).



**Call #**

SB481.V5 V4 no.63 1993

**Park(s)**

BRCA

**Subject Area**

Bryce Canyon National Park, Visitor study, Recreation, Demographics

**Key Words**

Bryce Canyon National Park ; visitor experiences ; visitors ; activities

**Title**

Visitor Services Project: Bryce Canyon National Park: Fall 1993

**Author(s)**

Madison

**Summary**

This report profiles Bryce Canyon National Park visitors. One of the study results highlights that seventy-three percent of visitors reported they did not attend conducted activities when they visit national parks. Visitors who attended conducted activities prefer a morning starting time of 9:00 a.m. (41%). Starting times of 1:00 p.m. (22%) and 2:00 p.m. (22%) were preferred for afternoon conducted activities.

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**Call #**

SB481.V5 V4 no.64 1994

**Park(s)**

DEVA

**Subject Area**

Death Valley National Monument, Visitor study, Recreation, Demographics

**Key Words**

Death Valley ; backcountry ; crowding ; visitor experiences ; visitors

**Title**

Visitor Services Project: Death Valley National Monument: Backcountry: Spring 1994

**Author(s)**

Littlejohn

**Summary**

This report profiles Death Valley National Monument visitors. One of the study results highlights that common activities for visitors were visiting at scenic areas (97%), day hiking on trails (74%), visiting mining ruins/historic sites (73%), picnicking (45%), driving dirt roads in vehicles other than 4x4s (45%) and driving dirt roads in 4x4s (44%).

**Call #**

SB481.V5 V4 no.65 1994

**Park(s)**

SAAN

**Subject Area**

San Antonio Missions National Historical Park, Visitor study, Recreation, Demographics

**Key Words**

San Antonio Missions ; the Alamo ; American history ; time constrain

**Title**

Visitor Services Project: San Antonio Missions National Historic Park: Spring 1994

**Author(s)**

Littlejohn

**Summary**

This report profiles San Antonio Missions National Historical Park visitors. One of the study results highlights that common activities for visitors were taking photographs, painting or drawing (77%), shopping at the park bookstore (44%) and shopping at the park gift shop (42%). Sixty-six percent of the visitors stayed two to four hours during their visit. In addition, the most used services were the park brochure/map (79%) and historical exhibits and signs (73%). The most important services were the historical exhibits and signs, road directional signs and park brochure/map. The highest quality services were assistance from park employees, park brochure/map and ranger-led programs.

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**Call #**

SB481.V5 V4 no.66 1994

**Park(s)**

**Subject Area**

Anchorage Alaska Public Lands Information Center, Visitor study, Visitor characteristics, Visitor Services Project

**Key Words**

visitors ; activities ; international visitors ; interests ; interpretation ; visitor center ; quality rating ; maps ; facilities ; willingness to pay

**Title**

Visitor Services Project: Anchorage Alaska Public Lands Information Center: Summer 1994

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Anchorage Alaska Public Lands Information Center. A separate appendix contains visitors' comments about their visit. One of the study results highlights that international visitors comprised 10% of all visitors. Forty-three percent of international visitors came from Germany and 14% from Canada. United States visitors came from Alaska (24%), California (11%) and 44 other states. Another study results suggests that maps, specific subject publications, and field guides were the most preferred future sales items. The willingness to pay fees for services such as film showings, special programs, and camping reservations in the future varied, although 39% said they would be willing to pay fees. Thirty-four percent said they didn't know and 27% said no.

**Call #**

SB481.V5 V4 no.67 1994

**Park(s)**

WOTR

**Subject Area**

Wolf Trap National Park for the Performing Arts,  
Visitor study, Recreation, Demographics

**Key Words**

Wolf Trap; performing arts ; culture ; children ; family ;  
quality rating ; repeat visitors ; performances ; music ;  
events

**Title**

Visitor Services Project: Wolf Trap Farm Park for the  
Performing Arts: Summer 1994

**Author(s)**

Littlejohn

**Summary**

This report profiles Wolf Trap Farm Park visitors. One of the study results highlights that forty-eight percent of the Children's Theatre-in-the-Woods visitors were in family groups. Fifty-seven percent of all Children's Theatre-in-the-Woods visitors were ten years old or younger. In addition, visitors evaluated seating locations. Lawn and front orchestra received the best sound quality ratings. The best sound volume was in lawn and rear orchestra seating. The best stage view was from front and rear orchestra seating.

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**Call #**

SB481.V5 V4 no.68 1994

**Park(s)**

NEPE

**Subject Area**

Nez Perce National Historical Park, Visitor study,  
Native Americans, Demographics

**Key Words**

Nez Perce ; American Indians ; sacred place ; Chief  
Joseph ; culture ; ranger-led program ; interpretation ;  
museum ; exhibit

**Title**

Visitor Services Project: Nez Perce National Historic  
Park: Summer 1994

**Author(s)**

Littlejohn

**Summary**

This report profiles Nez Perce visitors. One of the study results highlights that common activities for visitors were visiting the visitor center (76%), learning Nez Perce history (52%), taking photographs (46%) and visiting historical or archeological sites (41%). In addition, Almost two-thirds of the visitors (64%) cited learning Nez Perce history as a reason for visiting the park. Seventy-four percent of visitors said they visited to learn about history. Two topics were of primary interest: history of the Nez Perce region and the Nez Perce tribe and people, each selected by 69% of the visitors. On this visit, the most used services were the visitor center exhibits (75%), park brochure/map (63%) and information from park employees (51%). Ranger-led programs/tours was the service which received the highest ratings in importance and quality.

**Call #**

SB481.V5 V4 no.69 1994

**Park(s)**

EDIS

**Subject Area**

Edison National Historic Site, Visitor study, Interpretation, Visitor experience

**Key Words**

Thomas Edison ; demographics ; industrial history ; interpretation ; exhibit ; visitor center

**Title**

Visitor Services Project: Edison National Historic Site: Summer 1994

**Author(s)**

Madison and Patterson

**Summary**

This report describes the results of a visitor study at Edison National Historic Site. One of the study results highlights that the most used interpretive services by park visitors were visitor center exhibits (96%), the lab tour (89%), the video theater (77%), and the visitor information desk (75%). The Glenmont house tour was used by less than half of the Edison NHS visitors (43%), and the Glenmont grounds tour was the least used interpretive service (16%). The visitor information desk, the visitor center exhibits, and the lab tour received the highest quality ratings.

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**Call #**

SB481.V5 V4 no.70 1994

**Park(s)**

SAJU

**Subject Area**

San Juan Island National Historical Park, Visitor experiences, Visitor characteristics, Visitor study

**Key Words**

Visitor Services Project ; demographics ; San Juan Island ; planning ; interpretation ; American history ; exhibit ; transportation

**Title**

Visitor Services Project: San Juan Island National Historic Park: Summer 1994

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at San Juan Island National Historical Park. One of the study results highlights that the subjects visitors would most like to know about in the future are natural history (68%), Native American inhabitants (64%) and the history of early settlers (63%). The most preferred methods of learning the cultural and natural history in the future are trailside exhibits (63%) and visitor center exhibits (62%). Visitors made many additional comments regarding interpretive services and resource management suggestions.

**Call #**

SB481.V5 V4 no.71 1994

**Park(s)**

CANA

**Subject Area**

Canaveral National Seashore, Visitor experiences, Visitor characteristics, Visitor study

**Key Words**

Visitor Services Project ; demographics ; culture ; planning ; beach ; turtle ; beach policy ; policy

**Title**

Visitor Services Project: Canaveral National Seashore: Summer 1994

**Author(s)**

Fitzgerald and Madison

**Summary**

This report describes the results of a visitor study at Canaveral National Seashore. The most used visitor services were the uniformed park staff (74%), park map and guide (39%) and bulletin boards (30%). The most important services were visitor protection and law enforcement (92%), uniformed park staff (90%), and the park map (89%). The uniformed park staff (95%), the information center exhibits (90%) and the trail exhibits (89%) received the highest quality ratings. Some visitors commented on park's nudity policy.

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**Call #**

SB481.V5 V4 no.72 1994

**Park(s)**

INDU

**Subject Area**

Indiana Dunes National Lakeshore, Visitor experiences, Visitor characteristics, Visitor study

**Key Words**

Visitor Services Project ; demographics ; event ; planning ; special events ; festival ; gateway community ; hiking ; beach ; the Great Lakes

**Title**

Visitor Services Project: Indiana Dunes National Lakeshore: Fall 1994

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Indiana Dunes National Lakeshore. A total of 588 questionnaires were distributed to both "festival" visitors (September 17-18) and to "general" visitors (September 17-23). The results from the general visitors suggests that most people (73%) came to the park to enjoy nature. Common activities on this visit were walking/jogging for exercise and walking on the beach. On past visits, visitors walked trails and walked on beaches.

**Call #**

SB481.V5 V4 no.73 1994

**Park(s)**

GETT

**Subject Area**

Gettysburg National Military Park, Eisenhower National Historic Site, Visitor characteristics, Visitor experiences, Visitor study

**Key Words**

Visitor Services Project ; Gettysburg ; battlefield ; Eisenhower ; visitor services ; demographics ; planning ; Civil war ; Gettysburg Address ; meanings of place ; museum ; exhibit ; interpretation ; gateway community

**Title**

Visitor Services Project: Gettysburg National Military Park and Eisenhower National Historic Site: Fall 1994

**Author(s)**

Madison and Patterson

**Summary**

This report describes the results of a visitor study at Gettysburg National Military Park and Eisenhower National Historic Site . Visitors were asked regarding the use and importance of the Gettysburg Address exhibit. In addition, when asked, "If you were planning for the future management of Gettysburg National Military Park , what would you propose?" The most frequently listed proposals included: limit commercialism, improve parking, improve informational signs, add a shuttle service, and don't change anything.

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**Call #**

SB481.V5 V4 no.74 1995

**Park(s)**

GRTE

**Subject Area**

Grand Teton National Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; Grand Teton ; visitor services ; demographics ; winter activity ; snowmobiling ; skiing ; planning ; recreation impacts ; controversial issues ; human-wildlife interaction ; wildlife ; Old Faithful ; access ; bison ; ranger ; expenditures

**Title**

Visitor Services Project: Grand Teton National Park Visitor Study: Winter 1995

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Grand Teton and Yellowstone National Parks. One of the study results highlights that the most used information services were the park brochure/map (68%) and visitor center staff (54%). According to visitors, the park brochure/map and visitor center staff were rated the most important services. The best quality services were the visitor center book sales, roving rangers, and visitor center staff. In addition, many visitors participated in winter recreation outside the parks in places such as Jackson Hole and Grand Targhee. Their activities included skiing and snowmobiling. The most visited sites were Flagg Ranch (52%), Moose Visitor Center (44%), and Old Faithful (41%).

**Call #**

SB481.V5 V4 no.75 1995

**Park(s)**

YELL

**Subject Area**

Yellowstone National Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; Yellowstone ; demographics ; winter activity ; snowmobiling ; skiing ; planning ; recreation impacts ; controversial issues ; human-wildlife interaction ; wildlife ; Old Faithful ; access ; bison

**Title**

Visitor Services Project: Yellowstone National Park  
Visitor Study: Winter 1995

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Yellowstone National Park. One of the study results highlights that on this visit, the most common activities were viewing wildlife (91%), viewing scenery (90%), and snowmobiling (74%). In addition, the reports provides visitor comments regarding snowmobiling issue in the park.

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**Call #**

SB481.V5 V4 no.76 1995

**Park(s)**

BAND

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services ; Project ; visitors ; visitor characteristics ; activities ; tour ; shuttle ; transportation ; crowding ; interpretation ; survey ; planning ; management ; Bandelier National Monument

**Title**

Visitor Services Project: Bandelier National Monument:  
Summer 1995

**Author(s)**

Patterson

**Summary**

This report describes a visitor mapping study conducted the week of July 7-13, 1995 at Bandelier National Monument by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

**Call #**

SB481.V5 V4 no.77 1995

**Park(s)**

WRST

**Subject Area**

Visitor Study, Wrangell-St. Elias National Park, Visitor services, Wilderness

**Key Words**

Visitor Services Project ; Wrangell-St. Elias ; visitor center ; demographics ; interpretation ; expenditures ; outdoor recreation ; hiking

**Title**

Wrangell-St. Elias National Park and Preserve Visitor Study: Summer 1995

**Author(s)**

Littlejohn

**Summary**

This report profiles Wrangell-St. Elias visitors. One of the study results highlights that almost two-thirds of Wrangell-St. Elias visitors (61%) stayed more than one day. On this visit, the most common activities were scenic driving (82%), viewing wildlife (57%), walking around Kennicott (51%) and day hiking (49%). In addition, future visitor center services that visitors would most prefer were exhibits (72%), a park movie (64%), trails (62%) and interpretive programs (53%).

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**Call #**

SB481.V5 V4 no.78 1995

**Park(s)**

ADAM

**Subject Area**

Adams National Historic Site, Visitor study, Visitor characteristics, Visitor Services Project

**Key Words**

visitors ; activities ; American history ; interests ; interpretation ; visitor center ;

**Title**

Adams National Historic Site Visitor Study: Summer 1995

**Author(s)**

Fitzgerald and Patterson

**Summary**

This report describes the results of a visitor study at Adams National Historic Site. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most visited sites were the visitor center and the Adams Old House (each 88%). Seventy-four percent of the visitors went to the visitor center first. Other sites visited included other Boston sites (62%), the Quincy Homestead (31%) and the Hancock Cemetery (21%).



**Call #**

SB481.V5 V4 no.79 1995

**Park(s)**

DETO

**Subject Area**

Devils Tower National Monument, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Devils Tower ; General Management Plan ; GMP ; Native Americans ; American Indians ; monument ; visitor ; visitors ; crowding ; recreation impact ; sacred place ; planning ; collaboration ; public input

**Title**

Devils Tower National Monument: 1999 Visitor Use Study

**Author(s)**

Lime, Thompson, and Warzecha

**Summary**

The purpose of the study was to better understand experiences sought and attained at the monument by visitors, activities engaged in by visitors, visitors' attitudes concerning the quality and adequacy of facilities currently available in the park, opinions of visitors regarding management strategies to address problems associated with park management, and background characteristics of park visitors. Visitors were asked questions about their concerns related to crowding as well as their tolerances and preferences for alternative modes of transportation. This report highlights the findings of this research. Results of the visitor study and other public input will be used to help guide development of the GMP being prepared by the planning team.

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**Call #**

SB481.V5 V4 no.80 1995

**Park(s)**

MANA

**Subject Area**

Manassas National Battlefield Park, Visitor study, Civil war battlefield, Visitor Services Project

**Key Words**

visitors ; activities ; Civil War ; Civil War history ; American history ; interests ; map ; facilities ; battlefield trails ; park brochure ; interpretation ; visitor center ; driving tour

**Title**

Manassas National Battlefield Park Visitor Study: Summer 1995

**Author(s)**

Fitzgerald and Littlejohn

**Summary**

This report profiles Manassas National Battlefield Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix contain summaries of visitor comments. One of the study results highlights that the most used visitor services and facilities were the park brochure/map (87%), museum exhibits (78%), slide program (67%) and outside information exhibits (63%). According to visitors, the most important services were the Henry Hill Walking Tour Trail, First Manassas Battlefield Trail, park brochure/map and information from park employees. The best quality services were information from park employees, park brochure/map, bookstore sales items and First Manassas Battlefield Trail.

**Call #**

SB481.V5 V4 no.81 1995

**Park(s)**

BOWA

**Subject Area**

Booker T. Washington National Monument, Visitor study, African American focus, Visitor Services Project

**Key Words**

visitors ; activities ; African American ; African American focus ; outcomes ; diversity ; Booker T. Washington ; slavery ; American history ; interests ; interpretation

**Title**

Booker T. Washington National Monument Visitor Study: Summer 1995

**Author(s)**

Patterson

**Summary**

This report profiles Booker T. Washington NM visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix contain summaries of visitor comments. One of the study results highlights that eighty-four percent of visitors were visiting Booker T. Washington NM for the first time. It was the first visit to an NPS site with a focus on African American history for 6% of the visitor groups. Most visitors (89%) stayed at the site for 1 or 2 hours. Another study results suggests that on a future visit to Booker T. Washington NM, visitors stated they would be interested in learning about emancipation (61%), slavery (60%) and reconstruction (52%).

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**Call #**

SB481.V5 V4 no.82 1995

**Park(s)**

SAFR

**Subject Area**

Visitor services, San Francisco Maritime National Historical Park, Interpretation, Visitor experience

**Key Words**

visitors ; activity ; expenditure ; planning ; length of stay ; maritime history ; exhibit ; museum ; fee

**Title**

San Francisco Maritime National Historical Park Visitor Study: Summer 1995

**Author(s)**

Littlejohn

**Summary**

This report describes part of the results of a visitor study at San Francisco Maritime National Historical Park. A separate appendix has visitors' comments about their visit. One of the study results highlights that many Hyde Street Pier visitors (83%) stayed one to two hours. Common activities on the Hyde Street Pier were visiting the historic ships (71%) and taking photographs (55%). Most visitors (88%) felt the Hyde Street Pier admission fee was "about right."

**Call #**

SB481.V5 V4 no.83 1995

**Park(s)**

DRTO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; transportation ; demography ; fishing ; facilities ; interpretation ; survey ; planning ; management ; Dry Tortugas National Park

**Title**

Dry Tortugas National Park Visitor Study: Summer 1995

**Author(s)**

Gill

**Summary**

This report describes a visitor mapping study conducted in the summer of 1995 at Dry Tortugas National Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.84 1996

**Park(s)**

EVER

**Subject Area**

Visitor services, Everglades National Park, Interpretation, Visitor experience

**Key Words**

Everglades ; wetland ; visitors ; activity ; park brochure ; map ; interpretation ; outdoor recreation ; ranger-led programs ; interpreter ; expenditure ; planning

**Title**

Everglades National Park Visitor Study: Spring 1996

**Author(s)**

Littlejohn

**Summary**

This report describes part of the results of a visitor study at Everglades National Park. A separate appendix has visitors' comments about their visit. One of the study results highlights that the most used information services were the park brochure/map (83%), visitor center exhibits (56%), visitor center staff and self-guided trails (each 50%). According to visitors, the most important services were the tram tour interpreter (96%), ranger-led walks/talks (93%) and selfguided trails (84%). The best quality services were the tram tour interpreter (97%), ranger-led walks/talks (93%), and visitor center staff (91%). In addition, among Everglades visitors, 21% were international visitors. Over half (52%) of those visitors were from Germany, 13% from the United Kingdom and 10% from Canada.

**Call #**

SB481.V5 V4 no.85 1996

**Park(s)**

CHIR

**Subject Area**

Visitor services, Chiricahua National Monument,  
Demographics, Visitor experience

**Key Words**

Chiricahua ; visitors ; American history ; western history  
; activity ; driving for leisure ; quietness ; soundscape ;  
wilderness ; awareness

**Title**

Chiricahua National Monument Visitor Study: Spring  
1996

**Author(s)**

Wall

**Summary**

This report describes part of the results of a visitor study at Chiricahua National Monument. A separate appendix has visitors' comments about their visit. One of the study results highlights that the most common were taking the scenic drive (91%), photography (74%), and walking/day hiking (68%). In addition, visitor groups rated scenery (96%), quiet (81%), and clean air (79%) as "extremely important" or "very important" park qualities. Sixty-one percent of visitor groups were unaware that much of Chiricahua has designated as wilderness.

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**Call #**

SB481.V5 V4 no.86 1996

**Park(s)**

FOBO

**Subject Area**

Visitor services, Fort Bowie National Historic Site,  
Demographics, Visitor experience

**Key Words**

Fort Bowie ; visitors ; Apache Indians ; American  
history ; western history ; western history ; ruin ;  
preservation ; interpretation ; hiking

**Title**

Fort Bowie National Historic Site Visitor Study: Spring  
1996

**Author(s)**

Wall

**Summary**

This report describes part of the results of a visitor study at Fort Bowie National Historic Site. A separate appendix has visitors' comments about their visit. One of the study results highlights that the most common activities were walking/day hiking (92%), touring the Fort Bowie ruins (88%), and taking photographs (80%). In addition, seventy-five percent of the visitor groups indicated a special interest in Western history, and listed topics such as military history, Apache Indians, and Native American history. Visitor groups expressed an interest in learning about historic resources/ruins preservation (87%) and wilderness (56%) on a future visit.

**Call #**

SB481.V5 V4 no.87 1996

**Park(s)**

GRFA

**Subject Area**

Visitor services, Great Falls Park, Demographics, Visitor experience

**Key Words**

Great Falls ; Potomac River ; George Washington Memorial Parkway ; visitors ; safety ; bulletin board ; urban park ; overlook ; canal ; wildlife ; George Washington

**Title**

Great Falls Park, Virginia Visitor Study: Spring 1996

**Author(s)**

Littlejohn

**Summary**

This report describes part of the results of a visitor study at Great Falls Park, Virginia. A separate appendix has visitors' comments about their visit. One of the study results highlights that the most common activities viewing the falls (73%), walking/hiking (56%) and viewing wildlife (41%). On past visits, visitors' most common activities were viewing the falls (88%), walking/hiking (75%), visiting Patowmack Canal (56%) and viewing wildlife (50%). When asked what information sources they used to learn about river safety hazards, 96% of the visitors said park signs. Fifty-one percent of visitors said they used park bulletin boards.

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**Call #**

SB481.V5 V4 no.88 1996

**Park(s)**

GRSM

**Subject Area**

Great Smoky Mountains National Park, Visitor study, Outdoor recreation, Demographics

**Key Words**

Great Smoky Mountains ; mountain ; visitors ; planning ; expenditures ; hiking ; trail ; recreation activity ; visitor center ; meanings of place ; sense of place ; meanings ; traffic ; crowding

**Title**

Great Smoky Mountains National Park Visitor Study: Summer 1996

**Author(s)**

Littlejohn

**Summary**

This report profiles Great Smoky Mountains summer visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that most used information services were the park brochure/map, visitor center information desk, and park newspaper. According to visitors, the most important and best quality services were ranger-led walks/talks in summer and the Roaring Fork Motor Nature Trail in fall. In addition, some of the topics that visitors were interested included wildlife/animals, history, plants/wildflowers, environmental issues, ecology, history of park and area, and early settlers.

**Call #**

SB481.V5 V4 no.89 1996

**Park(s)**

CHAM

**Subject Area**

Chamizal National Memorial, Visitor experiences, Outdoor recreation, Demographics

**Key Words**

Chamizal ; Visitor Services Project ; visitors ; visitor experiences ; planning ; expenditures ; art ; entertainment

**Title**

Chamizal National Memorial Visitor Studies: Summer 1996

**Author(s)**

Wall

**Summary**

This report profiles Chamizal National Memorial visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that most common activities were attending an outdoor performance or event (54%), relaxing (42%) and attending a theater performance (41%). In addition, thirty-five percent of visitor groups indicated that the primary purpose of Chamizal is to commemorate the settlement of a land dispute between the United States and Mexico. The most common reason for visiting the memorial was to attend a performance (79%).

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**Call #**

SB481.V5 V4 no.90 1996

**Park(s)**

DEVA

**Subject Area**

Death Valley National Park, Visitor study, Outdoor recreation, Demographics

**Key Words**

Visitor Services Project ; desert ; visitors ; visitor experiences ; planning ; expenditures ; hiking ; trail ; recreation activity

**Title**

Death Valley National Park Visitor Studies: Fall 1996

**Author(s)**

Littlejohn

**Summary**

This report profiles Death Valley National Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that among Death Valley visitors, 69% were international visitors. They were from Germany (42%), United Kingdom (17%), Holland (9%) and 22 other countries. In addition, the most visited places in Death Valley were Furnace Creek (82%), Zabriskie Point (72%) and the Sand Dunes (66%). The most important features or qualities to visitors were scenic vistas, wilderness/open space and the desert experience.

**Call #**

SB481.V5 V4 no.91 1996

**Park(s)**

PRWI

**Subject Area**

Prince William Forest Park, Visitor study, Outdoor recreation, Demographics

**Key Words**

Prince William Forest Park ; forest ; visitors ; planning ; expenditures ; hiking ; trail ; recreation activity ; meanings of place ; sense of place ; meanings ; traffic ; crowding ; urban park

**Title**

Prince William Forest Park Visitor Studies: Fall 1996

**Author(s)**

Wall

**Summary**

This report profiles Prince William Forest Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the park received the highest proportion of "extremely important" or "very important" ratings were recreational opportunities (81%) and solitude (69%). In addition, some of the meanings visitors attached to the park included, "peace and quiet, solitude, beauty, convenient, scenery, and close to home."

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**Call #**

SB481.V5 V4 no.92 1997

**Park(s)**

GRSM

**Subject Area**

Great Smoky Mountains National Park, Visitor study, Outdoor recreation, Demographics

**Key Words**

Great Smoky Mountains ; mountain ; visitors ; planning ; expenditures ; hiking ; trail ; recreation activity ; visitor center ; meanings of place ; sense of place ; meanings

**Title**

Great Smoky Mountains National Park Visitor Study: Summer and Fall 1996

**Author(s)**

Littlejohn

**Summary**

This report profiles Great Smoky Mountains summer and fall visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most popular activities at Great Smoky Mountains were viewing scenery, viewing wildlife/wildflowers, photography and visiting historic sites. In addition, some of the meanings visitors attached to the site included "relaxing getaway, good place to bring family/friends, God's country, beautiful drive, spiritually uplifting, and hope to always return."

**Call #**

SB481.V5 V4 no.93 1997

**Park(s)**

VIIS

**Subject Area**

Virgin Islands National Park, Outdoor recreation, Visitor experiences, Demographics

**Key Words**

desert ; planning ; crowding ; visitors ; expenditure ; brochure ; exhibit ; Virgin Islands

**Title**

Virgin Islands National Park Visitor Study: Spring 1997

**Author(s)**

Littlejohn

**Summary**

This report profiles Virgin Islands National Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights most visited places in Virgin Islands NP were Trunk Bay (69%), Cinnamon Bay (56%), Annaberg Sugar Mill (51%) and Maho Bay (48%). The most often listed reasons for visiting were to enjoy recreation, view scenery and seek quiet/solitude. Rental vehicles, taxis and boats were the most used forms of transportation to get around in the park. In addition, visitors proposed increasing interpretive services to include more ranger-led walks/tours and more interpretive signs at beaches/ruins.

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**Call #**

SB481.V5 V4 no.94 1997

**Park(s)**

MOJA

**Subject Area**

Mojave National Preserve, Outdoor recreation, Visitor experiences, Demographics

**Key Words**

desert ; planning ; crowding ; visitors ; expenditure ; brochure ; exhibit

**Title**

Mojave National Preserve Visitor Study: Spring 1997

**Author(s)**

Littlejohn

**Summary**

This report profiles Mojave National Preserve visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that most visited places in Mojave National Preserve were Kelso Depot (66%), Kelso Dunes (57%) and Hole-in-the-Wall Campground (35%). The southern end of Kelbaker Road was the most used entry (33%) and exit (32%) from the park. In addition, visitors proposed increasing interpretive services to include more information/brochures about the preserve, brochures about the historic sites, and more roadside exhibits.



**Call #**

SB481.V5 V4 no.95 1997

**Park(s)**

MALU

**Subject Area**

Martin Luther King, Jr. National Historic Site, Visitor experiences, Demographics

**Key Words**

Martin Luther King, Jr. ; civil rights ; civil rights movement ; memorial ; interpretation ; controversial issue ; African American ; democracy ;

**Title**

Martin Luther King, Jr. National Historic Site Visitor Study: Spring 1997

**Author(s)**

Wall

**Summary**

This report profiles Martin Luther King, Jr. National Historic Site visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that sixty-one percent of visitor groups had members with a special interest in African-American history. In addition, visitors proposed increasing interpretive services to include more exhibits, exhibits on current civil rights issues, and more tour or general information at visitor center.

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**Call #**

SB481.V5 V4 no.96 1997

**Park(s)**

LIBO

**Subject Area**

Lincoln Boyhood National Memorial, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; Abraham Lincoln ; activity ; visitor ; visitors ; planning ; ranger-led programs ; demographics ; quality ; living history ; demonstration ; awareness ; pioneer history

**Title**

Lincoln Boyhood National Memorial Visitor Study: Summer 1997

**Author(s)**

Wall

**Summary**

This report profiles Lincoln Boyhood National Memorial visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most common activities were visiting the Living Historical Farm (93%), visiting the Memorial Visitor Center (87%) viewing museum exhibits (66%) and walking or day hiking (59%). In addition, visitors proposed increasing interpretive services to include more demonstrations at the farm, update the movie, display more exhibits, and conduct more ranger-led activities.

**Call #**

SB481.V5 V4 no.97 1997

**Park(s)**

GRTE

**Subject Area**

Grand Teton National Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; activity ; visitor ; visitors ; planning ; demographics ; quality

**Title**

Grand Teton National Park Visitor Study: Summer 1997

**Author(s)**

Littlejohn

**Summary**

This report profiles Grand Teton National Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most visited places in Grand Teton NP were South Jenny Lake (72%), Snake River (58%), Colter Bay Village (57%) and Moose Village (48%). Private cars, vans and pickups (66%) were the most used forms of transportation to get to the park.

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**Call #**

SB481.V5 V4 no.98 1997

**Park(s)**

BRCA

**Subject Area**

Bryce Canyon National Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; interpretation ; activity ; visitor ; visitors ; planning ; demographics ; park brochure ; map ; visitor interests ; geology

**Title**

Bryce Canyon National Park Visitor Study: Summer 1997

**Author(s)**

Wall

**Summary**

This report profiles Bryce Canyon National Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that international visitors (42% of total visitation) were from Germany (19%), Holland (18%) and Switzerland (15%). In addition, the services that were most used by 411 respondents were the park brochure/map (98%) and park newspaper (51%).

**Call #**

SB481.V5 V4 no.99 1997

**Park(s)**

VOYA

**Subject Area**

Voyageurs National Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; General Management Plan ; GMP ; Voyageurs ; interpretation ; activity ; visitor ; visitors ; planning ; demographics ; visitor center ; campground ; wildlife

**Title**

Voyageurs National Park Visitor Study: Summer 1997

**Author(s)**

Littlejohn

**Summary**

This report profiles Voyageurs National Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that almost two-thirds of the visitors, (64%), were visiting Voyageurs NP for the first time during the past twelve months. Thirty-five percent of visitors stayed less than one day in the park; 21% spent 7 days or more. Common activities on this visit to Voyageurs NP were sightseeing (79%), viewing wildlife (77%), fishing without a guide (66%), visiting a visitor center (57%) and photography (51%). Most visitors (87%) used or traveled in a boat during this visit.

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**Call #**

SB481.V5 V4 no.100 1997

**Park(s)**

LOWE

**Subject Area**

Lowell National Historical Park, Visitor study, Visitor characteristics, Outdoor recreation

**Key Words**

Visitor Services Project ; General Management Plan ; GMP ; interpretation ; demonstration ; American history ; visitor ; visitors ; planning ; demographics ; preference ; mill ; program

**Title**

Lowell National Historic Park Visitor Study: Summer 1997

**Author(s)**

Wall

**Summary**

This report profiles Lowell National Historical Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that 61% of visitor groups are interested in textile demonstrations, 59% are interested in canal-related programs and 46% would like to see craft demonstrations. Ninety-three percent of visitors felt they had a better understanding of the park's national significance as a result of their visit. Additionally, the most common activities were visiting the visitor center (86%), viewing exhibits (66%) and visiting the Boott Cotton Mills Museum (65%).

**Call #**

SB481.V5 V4 no.101 1998

**Park(s)**

JELA

**Subject Area**

Jean Lafitte National Historical Park and Preserve,  
Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitors ; visitor services ;  
Louisiana history ; culture ; battlefield ; Acadian culture

**Title**

Jean Lafitte National Historic Park and Preserve Visitor  
Study: Spring 1998

**Author(s)**

Hoffman

**Summary**

This report describes the results of a visitor study at Jean Lafitte National Historical Park and Preserve. A separate appendix contains visitors' comments about their visit. One of the study results highlights that almost one-half (49%) of visitor groups indicated they had a special interest in southern Louisiana history and culture. Additionally, the most commonly visited sites in the park and preserve were the French Quarter Visitor Center (29%), the Chalmette Battlefield (26%), and the Barataria Preserve visitor center (24%). The least visited site was the Prairie Acadian Cultural Center (4%).

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**Call #**

SB481.V5 V4 no.102 1998

**Park(s)**

CHAT

**Subject Area**

Chattahoochee River National Recreation Area, Visitor  
study, Demographics, Recreation

**Key Words**

Visitor Services Project ; visitors ; visitor services ;  
Chattahoochee River ; activity

**Title**

Chattahoochee River National Recreation Area Visitor  
Study: Spring 1998

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Chattahoochee River National Recreation Area. A separate appendix contains visitors' comments about their visit. One of the study results highlights that common activities on this visit to the park were walking/hiking (55%), exercising (49%), sightseeing (37%) and viewing wildlife (36%).

**Call #**

SB481.V5 V4 no.103 1998

**Park(s)**

CUIS

**Subject Area**

Cumberland Island National Seashore, Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitors ; visitor services ; beachcombing ; hiking ; marine resources ; crowding

**Title**

Cumberland Island National Seashore Visitor Study: Spring 1998

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Cumberland Island National Seashore. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that common visitor activities on this visit to Cumberland Island NS included hiking/walking (92%), watching birds/wildlife (84%), sightseeing (83%), visiting historic sites (78%), beachcombing (73%), and picnicking (52%).

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**Call #**

SB481.V5 V4 no.104 1998

**Park(s)**

GEWA

**Subject Area**

The Netherlands Carillon, Visitor study, Demographics, The United States Marine Corps War Memorial

**Key Words**

Iwo Jima Memorial ; Visitor Services Project ; visitors ; visitor services ; war memorial ; war ; World War II ; interpretation

**Title**

The Netherlands Carillon/The United States Marine Corps War Memorial (Iwo Jima) Visitor Study: Summer 1998

**Author(s)**

Hoffman

**Summary**

This report describes the results of a visitor study at Iwo Jima Memorial. A separate appendix contains visitors' comments about their visit. One of the study results highlights that forty-six percent of visitor groups indicated that they would prefer to have exhibits about memorials on a future visit. Another 42% reported they would prefer to have restrooms available on a future visit to the Carillon/Iwo Jima Memorial.

**Call #**

SB481.V5 V4 no.105 1998

**Park(s)**

NACC

**Subject Area**

National Capital Parks, Visitor study, Demographics, Memorial

**Key Words**

Visitor Services Project ; visitors ; visitor services ; war memorial ; war ; interpretation ; knowledge of the audience ; capitol ; controversial issues ; junior ranger program ; Jefferson Memorial ; Franklin D. Roosevelt Memorial ; Lincoln Memorial ; Washington Monument

**Title**

National Monuments and Memorials Washington, D.C. Visitor Study: Summer 1998

**Author(s)**

Hoffman and Littlejohn

**Summary**

This report describes the results of a visitor study at National Capital Parks--Central. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that many visitors (64%) received information from a ranger/employee. In over one-half of the cases (52%), the ranger did not start the conversation with the visitor; 40% of the conversations were started by rangers. Most visitors (91%) rated the ranger as "extremely courteous" or "very courteous." The same proportion rated the ranger as "extremely helpful" or "very helpful." Additionally, twenty-three percent of the visitors had children who would be interested in attending a Junior Ranger Program. The largest proportion (29%) of visitors prefer a 1-1/2hour program.

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**Call #**

SB481.V5 V4 no.106 1998

**Park(s)**

KLGO

**Subject Area**

Klondike Gold Rush National Historical Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Klondike Gold Rush ; gold rush ; Visitor Services Project ; visitors ; visitor services ; crowding ; museum ; living history demonstration ; living history ; exhibit

**Title**

Klondike Gold Rush National Historic Park Visitor Study: Summer 1998

**Author(s)**

Hoffman

**Summary**

This report describes the results of a visitor study at Klondike Gold Rush National Historical Park. A separate appendix contains visitors' comments about their visit. One of the study results highlights that visitors from foreign countries comprised 19% of total visitation, with 66% of international visitors from Canada and 9% from England. United States visitors were from California (10%) and Florida (8%) with smaller numbers from 47 other states, Washington D.C. and Puerto Rico. Additionally, on this visit, the most common activities were taking photographs (93%), visiting museums/information centers (89%) and shopping for souvenirs (85%).

**Call #**

SB481.V5 V4 no.107 1998

**Park(s)**

WHIS

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; visitor center ; demography ; expenditure ; fees ; facilities ; interpretation ; survey ; planning ; management ; Whiskeytown National Recreation Area

**Title**

Whiskeytown National Recreation Area Visitor Study: Summer 1998

**Author(s)**

Hoffman and Meehan

**Summary**

This report describes a visitor mapping study conducted the week of July 20-26, 1998 at Whiskeytown National Recreation Area by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.108 1998

**Park(s)**

ACAD

**Subject Area**

Acadia National Park, Visitor study, Entrance fee, Visitor Services Project

**Key Words**

visitors ; activities ; hiking ; quality rating ; visitor center ; form of transportation ; pet ; outdoor recreation ; driving for leisure

**Title**

Acadia National Park Visitor Study: Summer 1998

**Author(s)**

Littlejohn

**Summary**

This report profiles Acadia National Park visitors. A separate appendix contains visitors' comments about their visit. One of the study results highlights that over one-half of the visitors (52%) were making repeat visits to Acadia National Park. Over one half of the visitors (58%) stayed from one to three days in the park. Another study result suggests that the most common activities were sightseeing/driving for pleasure (86%), hiking on trails (72%), picnicking (43%) and walking on carriage roads (40%). Over one-half of the visitors (58%) visited Acadia NP Visitor Center. The most common commercial activities were boat cruises (52%) and sea kayaking tours (26%).

**Call #**

SB481.V5 V4 no.109 1999

**Park(s)**

BICY

**Subject Area**

Visitor study, Visitor characteristics, Demographics, Big Cypress National Preserve

**Key Words**

visitors ; visitor characteristics ; demographics ; expectations ; perceptions ; recreation ; facilities ; safety ; signs ; planning ; management ; Big Cypress National Preserve

**Title**

Big Cypress National Preserve Visitor Study: Winter 1999

**Author(s)**

Meehan

**Summary**

This report describes the results of a study of visitors at Big Cypress National Preserve (NPRES). The study was conducted January 2-10, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Cooperative Park Studies Unit at the University of Idaho. A separate appendix contains visitors' comments about their visits. A few highlights of the results are as follows: more than one-half (62%) of visitor groups were families, 61% of visitors were making their first visit to the Preserve, and the most common activities cited were sightseeing (66%), viewing birds (66%), visiting the visitor center (63%), viewing wildlife other than birds (60%), and driving through to reach another destination (60%).

**Call #**

SB481.V5 V4 no.110 1999

**Park(s)**

SAJU

**Subject Area**

San Juan National Historic Site, Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitor ; culture ; Puerto Rico ; activity ; planning ; expenditures ; interpretation ; ranger-led program ; interpreter ; architecture

**Title**

San Juan National Historic Site Visitor Study: Winter 1999

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at San Juan National Historic Site. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the subjects visitors would prefer to learn about on a future visit included soldier's life in the forts (79%), architecture/construction (73%), and the forts' role in Puerto Rican history. Over one-half of the visitors (62%) would prefer to learn about San Juan NHS through a ranger-led walking tour.



**Call #**

SB481.V5 V4 no.111 1999

**Park(s)**

SACN

**Subject Area**

Visitor Study, Visitor Characteristics, Demographics, St. Croix National Scenic Riverway

**Key Words**

visitors ; visitor characteristics ; visitation patterns ; demographics ; activities ; watercraft ; awareness ; opinions ; resources ; user fees ; campsite ; backcountry ; planning ; management ; management zones ; St. Croix National Scenic Riverway

**Title**

St. Croix National Scenic Riverway Visitor Study: Summer 1999

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a survey of visitors to the St. Croix National Scenic Riverway. This visitor study was conducted June 25-July 3, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), part of the cooperative park studies unit at the University of Idaho. A separate appendix includes the visitors' comments about their visits. A few highlights from the results are as follows: 60% of the visitors were family groups, 39% were visiting the Riverway for the first time, and the most common activities were sightseeing (62%), visiting the visitor center (51%), and viewing wildlife (51%).

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**Call #**

SB481.V5 V4 no.112 1999

**Park(s)**

ROCR

**Subject Area**

Rock Creek Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Rock Creek Park ; Rock Creek ; urban park ; nature center ; interpretation ; interpreter ; ranger-led program ; visitor ; neighborhood ; diversity ; knowledge of the audience ; urban life ; life style ; forest ; children ; nature ; Civil War fort

**Title**

Rock Creek Park Visitor Study: Summer 1999

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Rock Creek Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most common activity was jogging, walking, or hiking (44%). Most visitors (58%) used a private vehicle to arrive at the park, while 32% walked. Additionally, the information services that were most used by 151 respondents were assistance from park staff (49%) and park brochure/map (38%). According to visitors, the most important services were the nature center information desk (87% of 39 respondents), assistance from park staff (85% of 72 respondents) and park brochure/map (85% of 58 respondents). The highest quality services were nature center information desk (92% of 37 respondents) and assistance from park staff (90% of 70 respondents).

**Call #**

SB481.V5 V4 no.113 1999

**Park(s)**

NEBE

**Subject Area**

Visitor Study, Visitor Characteristics, Demographics,  
New Bedford Whaling National Historic Park

**Key Words**

visitors ; visitor characteristics ; demographics ;  
awareness ; history ; significance; whaling ;  
transportation ; facilities ; safety ; expenditures ;  
planning ; management ; New Bedford Whaling  
National Historical Park

**Title**

New Bedford Whaling National Historic Park Visitor  
Study: Summer 1999

**Author(s)**

Littlejohn

**Summary**

This report describes a survey of visitors at New Bedford Whaling National Historical Park conducted July 20-26, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Cooperative Park Studies Unit at the University of Idaho. A separate appendix includes the visitors' comments about their visit. A few highlights from the results are as follows: over one-half (62%) of the visiting groups were family groups; 75% of visitors were making their first trip to this Park; and the most common reasons for this trip were to visit the New Bedford Whaling Museum (58%), learn about whaling and maritime history (29%), and to visit the New Bedford NHP (25%).

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**Call #**

SB481.V5 V4 no.114 1999

**Park(s)**

GLBA

**Subject Area**

Visitor Study, Visitor Characteristics, Demographics,  
Glacier Bay National Park

**Key Words**

visitor -- visitor characteristics -- demographics --  
activities -- fishing -- boats -- awareness -- expectations -  
- transportation -- commercial -- backcountry -- planning  
-- management -- Glacier Bay National Park -- Bartlett  
Cove

**Title**

Glacier Bay National Park Bartlett Cove Visitor Study:  
Summer 1999

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study conducted at Bartlett Cove in Glacier Bay National Park from July 23-August 1, 1999 by the National Park Service (NPS) Visitor Services Project (VSP), a part of the Cooperative Park Studies Unit at the University of Idaho. A separate appendix includes visitors' comments about their visit. A few highlights from the results are as follows: less than one-half (45%) of visitors were in family groups; most visitors (87%) were making their first trip to Glacier Bay National Park; and the most common activities during this visit were viewing glaciers (88%), viewing wildlife (87%), and traveling on a boat tour (76%).

**Call #**

SB481.V5 V4 no.115 1999

**Park(s)**

KEFJ

**Subject Area**

Kenai Fjords National Park, Visitor study,  
Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; Kenai Fjords ; glacier ; visitor ;  
crowding ; sensitive involvement ; touching ; Exit  
Glacier ; activity ; event ; science

**Title**

Kenai Fjords National Park, Exit Glacier Area Visitor  
Study: Summer 1999

**Author(s)**

Bergerson

**Summary**

This report describes the results of a visitor study at  
Kenai Fjords National Park. A separate appendix  
contains visitors' comments about their visit. One of the  
study results highlights that on this visit, the most  
common activities were taking photographs (97%),  
touching the glacier (66%) and visiting the Exit Glacier  
ranger station (47%).

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**Call #**

SB481.V5 V4 no.116

**Park(s)**

LAVO

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics  
; activities ; concessions ; demography ; expenditure ;  
crowding ; roadside exhibits ; prescribed burn ; facilities  
; interpretation ; survey ; planning ; management ;  
Lassen Volcanic National Park

**Title**

Lassen Volcanic National Park Visitor Study: Summer  
1999

**Author(s)**

Rogers

**Summary**

This report describes a visitor mapping study conducted  
the week of August 15-21, 1999 at Lassen Volcanic  
National Park by the Cooperative Park Studies Unit of  
the University of Idaho as part of the Visitor Studies  
Project. One of the goals of this project was to provide  
information to park managers about the visitors and the  
interpretive program in their park.

**Call #**

SB481.V5 V4 no.117

**Park(s)**

CUGA

**Subject Area**

Visitor Services Project, Visitor, Interpretation, Survey

**Key Words**

Visitor Services Project ; visitors ; visitor characteristics ; activities ; demography ; facilities ; interpretation ; survey ; planning ; management ; Cumberland Gap National Historical Park

**Title**

Cumberland Gap National Historical Park Visitor Study: Fall 1999

**Author(s)**

Littlejohn

**Summary**

This report describes a visitor mapping study conducted the week of October 9-16, 1999 at Cumberland Gap National Historical Park by the Cooperative Park Studies Unit of the University of Idaho as part of the Visitor Studies Project. One of the goals of this project was to provide information to park managers about the visitors and the interpretive program in their park.

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**Call #**

SB481.V5 V4 no.118 2000

**Park(s)**

HALE

**Subject Area**

Haleakala National Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Haleakala ; Visitor Services Project ; visitor ; visitor services ; visitor experiences ; expenditures ; visitor center ; interpretation ; interpreter ; satisfaction ; Hawaiian Islands ; crowding ; appropriateness ; recreation impact ; knowledge of the audience

**Title**

Haleakala National Park Visitor Study: Spring 2000

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Haleakala National Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. The importance of services rated by Summit and Kipahulu visitors are compared.

**Call #**

SB481.V5 V4 no.119 2000

**Park(s)**

WHHO

**Subject Area**

Visitor Studies, Visitor Characteristics, Demographics, White House

**Key Words**

visitor studies ; visitor characteristics ; demographics ; survey ; tour ; public tour ; congressional tour ; visitor center ; learning ; white house ; museum shop ; tickets ; transportation ; ranger ; volunteer ;

**Title**

Visiting the People's House: The White House Tours and White House Visitor Center Visitor Studies

**Author(s)**

Machlis, Littlejohn, Warren

**Summary**

To learn about the visitor experience on White House Tours, or while visiting the White House Visitor Center, the National Park Service (NPS) Visitor Services Project (VSP) conducted surveys in the spring of 2000 and compiled the results into this report. This document contains three chapters: the first two chapters present the results from the Congressional and Public Tour visitors respectively. The third chapter shares the results of the first in-depth visitor study done at the White House Visitor Center. The visitor feedback and comments provide important insights for improving the visitor experience while visiting the White House Tours or White House Visitor Center.

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**Call #**

SB481.V5 V4 no.120 2000

**Park(s)**

USAR

**Subject Area**

USS Arizona Memorial, Visitor study, Demographics, World War II

**Key Words**

Visitor Services Project ; visitor ; visitor services ; visitor experiences ; expenditures ; visitor center ; interpretation ; interpreter ; satisfaction ; war ; peace ; controversial issues ; knowledge of the audience

**Title**

USS Arizona Memorial Visitor Study: Summer 2000

**Author(s)**

Littlejohn and Morse

**Summary**

This report describes the results of a visitor study at USS Arizona Memorial. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that when visitor groups were asked what type of informational/interpretive program they would prefer, sixty-eight percent reported they would prefer more in-depth information on the significance of the Pearl Harbor bombing, such as a 30 minute program. 51% of the visitors wanted a detailed program highlighting Japanese and United States involvement in WWII (e.g., one hour program). Thirty-three percent preferred basic information about the Memorial (e.g., a fifteen minute program).

**Call #**

SB481.V5 V4 no.121 2000

**Park(s)**

OLYM

**Subject Area**

Olympic National Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitor ; visitor services ; visitor experiences ; expenditures ; visitor center ; interpretation ; interpreter ; satisfaction ; crowding ; food storage ; safety

**Title**

Olympic National Park Visitor Study: Summer 2000

**Author(s)**

Gramann, Littlejohn, and Van Ormer

**Summary**

This report describes the results of a visitor study at Olympic National Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the highest quality interpretive services were ranger-led walks/talks (89% of 77 respondents), park personnel (87% of 286 respondents), and information desk service (85% of 325 respondents).

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**Call #**

SB481.V5 V4 no.122 2000

**Park(s)**

EISE

**Subject Area**

Eisenhower National Historic Site, Visitor study, Demographics, Gettysburg National Military Park

**Key Words**

Eisenhower ; Dwight Eisenhower ; Gettysburg ; Visitor Services Project ; visitor ; visitor services ; visitor experiences ; programs ; expenditures ; planning ; battlefield ; interpreter ; interpretation ; American history ; visitor center ; audio tour ; quality ; awareness ; knowledge of the audience

**Title**

Eisenhower National Historic Site Visitor Study: Summer 2000

**Author(s)**

Littlejohn and Van Ormer

**Summary**

This report describes the results of a visitor study at Eisenhower National Historic Site and Gettysburg NMP visitors who did not visit Eisenhower NHS. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that on this visit, the female head of household made the decision to visit for 56% of groups; the male head of household made the decision for 53% of groups. Forty percent made the decision after arriving in town; 32% decided to visit less than one month before visiting. Gettysburg NMP visitors were asked their reasons for not visiting Eisenhower NHS. "Lack of time" was the most often listed reason (74%). Also listed were "lack of interest" (27%) and the fact that visitors "didn't know Eisenhower NHS was here" (24%). Reasons for not visiting Eisenhower NHS. Additionally, for those non-Eisenhower NHS visitors, over one-half of visitors (55%) were making their first visit to Gettysburg NMP. Over one-half of visitors (54%) were not aware of the existence of Eisenhower NHS. The most commonly used sources of information were travel guides/ tour books and previous visits.

**Call #**

SB481.V5 V4 no.123 2000

**Park(s)**

BADL

**Subject Area**

Visitor study, Badlands National Park, Recreation activity, Visitor Services Project

**Key Words**

visitors ; use ; use patterns ; quality rating ; crowding ; outdoor recreation ; expenditures

**Title**

Badlands National Park Visitor Study: Summer 2000

**Author(s)**

Gramann and Simmons

**Summary**

This report describes the results of a visitor study in Badlands National Park from August 2-8, 2000. One of the study results shows that the most common activities were viewing scenery (100%), visiting the visitor center (74%) and viewing roadside exhibits (73%).

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**Call #**

SB481.V5 V4 no.124 2000

**Park(s)**

MORA

**Subject Area**

Mount Rainier National Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitor ; visitor services ; visitor experiences ; visitor use patterns ; mountain ; expenditures ; planning ; wilderness ; interpreter ; interpretation ; exhibit ; visitor center ; learning ; photography

**Title**

Mount Rainier National Park Visitor Study: Summer 2000

**Author(s)**

Littlejohn, Morse, and Simmons

**Summary**

This report describes the results of a visitor study at Mount Rainier National Park. A separate appendix contains visitors' comments about their visit. One of the study results highlights that the most common activities included dayhiking (73%), viewing wildflowers (65%), driving to view scenery (63%), photography (56%), and visiting visitor centers (53%). The least common activity was bicycling (1%). "Other" activities included being inspired, view waterfalls, eat lunch, climb to Camp Muir, and snowboard. Additionally, among the respondents interested in learning, the subjects of the most interest included volcanoes/ geology (78%), natural history (58%), wilderness management (47%), and history (47%). Twelve percent of visitors were not interested in learning about the park.

**Call #**

SB481.V5 V4 no.125 2001

**Park(s)**

BISC

**Subject Area**

Biscayne National Park, Visitor study, Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitor ; visitor services ; visitor experiences ; visitor use patterns ; expenditures ; planning ; interpreter ; interpretation ; marine resources ; coral reef ; recreation impact

**Title**

Biscayne National Park Visitor Study: Spring 2001

**Author(s)**

Littlejohn and Simmons

**Summary**

This report describes the results of a visitor study at Biscayne National Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most common activities were nature viewing (53%), walking/hiking (48%), and fishing (31%). Additionally, international visitors to Biscayne National Park comprised eleven percent of the total visitation and the countries most often represented were Canada (45%), Cuba (14%) and Germany (8%).

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**Call #**

SB481.V5 V4 no.126 2001

**Park(s)**

COLO

**Subject Area**

Visitor study, Colonial National Historical Park, Visitor experiences, Visitors

**Key Words**

Colonial Williamsburg ; demographics ; historic site ; American history ; recreation ; importance of ranger-led programs ; expenditures ; education level

**Title**

Colonial National Historic Park -- Jamestown Island Visitor Study: Summer 2001

**Author(s)**

Littlejohn and Simmons

**Summary**

This report profiles Colonial NHP--Jamestown Island visitors. On this visit, the most common activities were walking (96%), birdwatching (11%) and bicycling (3%). In regard to the use, importance and quality of visitor services and facilities, it is important to note the number of visitor groups that responded to each question. The services that were most used by 418 respondents were the Jamestown brochure/ map (89%) and visitor center museum exhibits (67%). According to visitors, the most important services were park ranger tours (90% of 100 respondents) and the living history/costumed presentations (88% of 114 respondents). The highest quality services were the living history/costumed presentations (93% of 109 respondents) and the park ranger tours (89% of 92 respondents).



**Call #**

SB481.V5 V4 no.127 2001

**Park(s)**

SHEN

**Subject Area**

Shenandoah National Park, Visitor study,  
Demographics, Outdoor recreation

**Key Words**

Visitor Services Project ; visitor ; visitor services ;  
visitor experiences ; visitor use patterns ; expenditures ;  
planning ; interpreter ; interpretation ; camping ;  
campground ; solitude

**Title**

Shenandoah National Park Visitor Study: Summer 2001

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Shenandoah National Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most used interpretive service by 614 respondents was the park brochure/ map (92%). The most important and best quality interpretive service was assistance from park staff (importance: 85%, N=246 respondents), (quality: 94%, N=242 respondents). Additionally, the most important campground characteristic was quiet at night (97%, N=81) and most important campground facility was showers (90%, N=54). The best quality campground characteristic was neatness of site (93%, N=83) and the best quality campground facility was paved parking pads (93%, N=43).

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**Call #**

SB481.V5 V4 no.128 2001

**Park(s)**

PIRO

**Subject Area**

Pictured Rocks National Lakeshore, Visitor study,  
Outdoor recreation, Visitor Services Project

**Key Words**

planning ; expenditures ; visitor ; repeat visitors ;  
demographics ; hiking ; trail ; recreation activity ; visitor  
center ; ranger ; interpreter

**Title**

Pictured Rocks National Lakeshore Visitor Study:  
Summer 2001

**Author(s)**

Gramann and Simmons

**Summary**

This report profiles Pictured Rocks National Lakeshore visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that three percent of the visitors were international visitors.

**Call #**

SB481.V5 V4 no.129 2001

**Park(s)**

CRLA

**Subject Area**

Crater Lake National Park, Visitor study, Outdoor recreation, Visitor Services Project

**Key Words**

Planning ; expenditures ; visitor ; repeat visitors ; demographics ; hiking ; trail ; recreation activity ; visitor center ; ranger ; interpreter

**Title**

Crater Lake National Park Visitor Study: Summer 2001

**Author(s)**

Littlejohn

**Summary**

This report profiles Crater Lake National Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most visitors (83%) had at least some college. The most common income level was \$30,000 or less (36%), followed by \$30,001 to \$50,000 (28%). Three percent of the respondents were of Hispanic or Latino ethnicity. The most common racial backgrounds of respondents were White (92%), Asian (5%) and American Indian/Alaska Native (3%). Additionally, visitors' most common activities at Crater Lake NP were sightseeing/scenic driving (94%), viewing Crater Lake (71%) and photography (63%). During their visit, 65% of the visitors did not have a conversation with a ranger other than at the entrance station. Thirty-four percent of the visitors did talk with a ranger. Over one-third (37%) of the visitors hiked on this visit to Crater Lake NP. The most commonly hiked trails included Cleetwood Cove Lake Trail (49%), Watchman Peak (25%) and Castle Crest Wildflower Trail (20%).

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**Call #**

SB481.V5 V4 no.130 2001

**Park(s)**

VAFO

**Subject Area**

Valley Forge National Historical Park, Visitor study, Outdoor recreation, Visitor Services Project

**Key Words**

Valley Forge ; expenditures ; visitor ; demographics ; American history ; recreation activity ; planning ; visitor center ; George Washington

**Title**

Valley Forge National Historic Park Visitor Study: Summer 2001

**Author(s)**

Littlejohn and Simmons

**Summary**

This report profiles Valley Forge National Historical Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most commonly visited sites in the park were the Visitor Center (55%), National Memorial Arch (45%), Washington's Headquarters (43%) and Muhlenberg's Brigade (37%). The sites most frequently visited first included the Visitor Center (49%), Schuylkill River Trail (14%), and Pawling's Parking Area (11%). Additionally, most visitor groups (79%) said they were aware of the National Park Service management of the site, 17% were not aware, and 4% were not sure.

**Call #**

SB481.V5 V4 no.131 2002

**Park(s)**

EVER

**Subject Area**

Visitor study, Everglades National Park, Demographics, Visitor Characteristics

**Key Words**

outdoor recreation ; visitor services ; visitors ; use patterns; expenditures ; birdwatching; quality ratings ; planning ; diversity ; ecology

**Title**

Everglades National Park Visitor Study: Spring 2002

**Author(s)**

Littlejohn

**Summary**

This report describes the results of a visitor study at Everglades National Park (NP) during March 17-23, 2002. One of the study results states that the most common activities were nature viewing/birdwatching (75%), walking/hiking (66%) and photography/painting/drawing (43%). Nature viewing/birdwatching and walking/hiking were the most important activities to visitors on this visit.

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**Call #**

SB481.V5 V4 no.132 2002

**Park(s)**

DRTO

**Subject Area**

Dry Tortugas National Park, Visitor study, Demographics, Visitor Services Project

**Key Words**

marine resources ; Florida Keys ; recreation activity ; snorkeling ; visitor services ; facilities ; entrance fee ; planning ; coral reefs ; water quality ; endangered species ; boat tour

**Title**

Dry Tortugas National Park Visitor Study: Spring 2002

**Author(s)**

Le and Littlejohn

**Summary**

This report describes the results of a visitor study at Dry Tortugas National Park. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most common reasons for visiting Dry Tortugas on this visit were learning about history (78%) and snorkeling/diving (77%). When asked the primary reason for visiting South Florida, 56% came to visit the Florida Keys, while 16% came to visit Dry Tortugas NP. Additionally, when asked which resources/qualities were most important to protect at Dry Tortugas NP, visitors gave coral reefs, water quality and flow, endangered species and healthy fish populations the highest importance ratings.

**Call #**

SB481.V5 V4 no.133 2002

**Park(s)**

PINN

**Subject Area**

Visitor study, Pinnacles National Monument,  
Demographics, Visitor Characteristics

**Key Words**

outdoor recreation ; hikers ; hiking ; climbers ; climbing  
; visitor services ; visitor use patterns ; quality ratings ;  
expenditures ; planning ; diversity ; monument

**Title**

Pinnacles National Monument Visitor Study: Spring  
2002

**Author(s)**

Gramann and Littlejohn

**Summary**

This report describes the results of a visitor study at Pinnacles National Monument during the spring of 2002. Highlights from the study include: the park brochure/map was the most used (92%) and most important service (88%, N=321). The best quality service was assistance from park staff (88%,N=140). Of the visitor services and facilities, parking lots (93%) and restrooms (91%) were the most used. The most important services/facilities were trails (98%, N=33), signs on trails (92%,N=311) and restrooms (91%, N=336). The best quality service/facility was trails (96%, N=328).

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**Call #**

SB481.V5 V4 no.134 2002

**Park(s)**

**Subject Area**

Visitor study, Demographics, Great Sand Dunes  
National Monument and Preserve, Great Sand Dunes  
National Park, Visitor Experiences

**Key Words**

Great Sand Dunes National Monument and Preserve ;  
Great Sand Dunes National Park ; visitor ; visitor study ;  
visitor experiences ; visitor use patterns; expenditures ;  
planning ; outdoor recreation ; visitor services project ;  
monument; crowding ; Visitor expectation

**Title**

Great Sand Dunes National Monument and Preserve  
Visitor Study: Summer 2002

**Author(s)**

Le and Littlejohn

**Summary**

This report describes the results of a visitor study at Great Sand Dunes National Monument and Preserve during June 23-29, 2002. A total of 479 questionnaires were distributed to visitors. One of the study results suggested that most visitors (91%) had visited the park once in the last 12 months. In their lifetimes, 63% of visitors visited the park once and 16% visited the park 2 times. Ninety percent of visitor groups indicated no group members had disabilities or impairment that limited their ability to visit Great Sand Dunes National Monument and Preserve. Of those with disabilities or impairments, 39% encountered access/service problems. Seventy-seven percent of visitors spent less than one day at the Great Sand Dunes National Monument and Preserve.

**Call #**

SB481.V5 V4 no.135 2002

**Park(s)**

PIPE

**Subject Area**

Pipestone National Monument, Visitor study, Demographics, Visitor Services Project

**Key Words**

Native Americans ; American Indians ; recreation activity ; trail ; exhibit ; interpretation ; interpreter ; visitor services ; facilities ; American history ; entrance fee ; planning

**Title**

Pipestone National Monument Visitor Study: Summer 2002

**Author(s)**

Hollenhorst and Littlejohn

**Summary**

This report describes the results of a visitor study at Pipestone National Monument. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that friends/relatives/word of mouth (42%), previous visits (33%), and maps/brochures (31%) were the most used sources of information about the monument prior to visiting. Most visitors (82%) said they received the information they needed to plan their visit to Pipestone NM. Additionally, the most commonly visited sites in the monument were the visitor center (96%), Pipestone Quarry exhibit (82%), Circle Trail (80%), Leaping Rock/Old Stone Face (78%), and Oracle (77%).

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**Call #**

SB481.V5 V4 no.137 2002

**Park(s)**

SEKI

**Subject Area**

Visitor study, Demographics, Sequoia & Kings Canyon National Parks, Visitor experiences

**Key Words**

visitor ; visitor study ; visitor experiences ; visitor use patterns ; expenditures ; planning ; outdoor recreation ; visitor services project; crowding ; visitor expectation ; fire management policy ; diversity ; Giant Sequoia ; wilderness ; scenery

**Title**

Sequoia and Kings Canyon National Park Visitor Study: Summer 2002

**Author(s)**

Gramann and Littlejohn

**Summary**

This report describes the results of a visitor study at Sequoia & Kings Canyon National Parks. One of the study results suggested that ten percent of visitors were of Spanish/Hispanic/Latino ethnicity, of which 65% were Mexican, Mexican American or Chicano. In addition, the most common activities were sightseeing, scenic driving, and dayhiking. Hume Lake was the most visited place in Sequoia National Forest.

**Call #**

SB481.V5 V4 no.138 2002

**Park(s)**

CATO

**Subject Area**

Catoctin Mountain Park, Visitor study, Outdoor recreation, Visitor Services Project

**Key Words**

Catoctin Mountain Park ; mountain ; visitor ; demographics ; hiking ; trail ; recreation activity ; rock climbing ; planning

**Title**

Catoctin Mountain Park Visitor Study: Summer 2002

**Author(s)**

Le and Littlejohn

**Summary**

This report profiles Catoctin Mountain Park visitors. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the most common activities included viewing wildlife and scenery, driving through, and hiking for one hour and more.

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**Call #**

SB481.V5 V4 no.139 2002

**Park(s)**

HOFU

**Subject Area**

Hopewell Furnace National Historic Site, Visitor study, Demographics, Visitor Services Project

**Key Words**

recreation activity ; living history ; demonstration ; interpretation ; interpreter ; visitor services ; facilities ; American history ; furnace ; entrance fee ; safety ; planning

**Title**

Hopewell Furnace National Historic Site Visitor Study: Summer 2002

**Author(s)**

Le, Littlejohn, and Schuett

**Summary**

This report describes the results of a visitor study at Hopewell Furnace National Historic Site during August 3-11, 2002. A separate appendix contains visitors' comments about their visit. This report and the appendix include summaries of those comments. One of the study results highlights that the park brochure/map (85%), parking area (82%), restrooms (80%), living history demonstrations (78%) and visitor center exhibits (72%) were the most used services/facilities by 232 visitor groups at Hopewell Furnace NHS. Living history demonstrations were the most important (96% of 177 respondents) and the best quality service (98% of 169 respondents).

**Call #**

SB481.V5 V4 no.140 2002

**Park(s)**

STRI

**Subject Area**

Visitor study, Demographics, Stones River National Battlefield, Visitor Experiences

**Key Words**

Stones River National Battlefield ; visitor ; visitor experiences ; visitor use patterns ; recreation use and users ; expenditures ; planning ; diversity ; visitor services project ; Civil War ; Civil War battlefield

**Title**

Stones River National Battlefield Visitor Study: Fall 2002

**Author(s)**

Littlejohn and Meldrum

**Summary**

This report describes the results of a visitor study at Stones River National Battlefield (NB). A total of 356 questionnaires were distributed to visitors. One of the study findings suggested that the three most important reasons for visiting the Murfreesboro area were to "visit Stones River NB" (65%), "learn Civil War history" (47%), and "travel through to other destinations" (26%). Additionally, most visitors (71%) reported that this was their first visit to Stones River NB. Most visitors (90%) spent one to three hours at the battlefield.

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**Call #**

**Park(s)**

NIOB

**Subject Area**

Visitor Study, Niobrara National Scenic River, Visitor Experience, Recreation

**Key Words**

visitors ; motivation ; crowding ; river ; recreation ; resource management ; perception ; visitor survey ; General Management Plan ; GMP

**Title**

2001 Niobrara National Scenic River Visitor Study: Final Reports

**Author(s)**

Anderson, Davenport, Flitsch and Thompson

**Summary**

The research conducted in the summer of 2001 and reported here was designed to provide the managers of the Niobrara National Scenic River with a better understanding of river visitors and their recreation experiences. A total of 556 visitors were contacted onsite and 507 filled out the questionnaire. Approximately equal numbers of questionnaires from respondents visiting the river on the weekend and weekday were collected in both the general and wilderness surveys.

**Call #**

**Park(s)**

30 units

**Subject Area**

National Parks, Hazard, Risk, Analysis

**Key Words**

National Parks ; Hazard ; Risk ; Activities ; Accidents ;  
Injuries ; Illnesses ; Fatalities ; Analysis ; Survey ;  
Sampling ; Visitors ; Case Incident Reports ; Emergency  
Medical Services Reports

**Title**

An Analysis of Visitor Risk in the National Park System

**Author(s)**

Golding, Krueger, and Tuler

**Summary**

This report describes the methods and results of a risk analysis of visitor accidents that occurred in 30 National Park units between 1993 and 1998. The data were collected during visits to each of the parks between May and September 2000. The data were analyzed between September 2000 and March 2001.

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**Call #**

**Park(s)**

CARI

**Subject Area**

Cane River National Heritage Area, economic characteristics, visitor spending, visitor characteristics

**Key Words**

Cane River National Heritage Area ; economic impacts ;  
visitor spending ; visit characteristics ; visitor survey ;  
MGM ; MGM2

**Title**

Cane River National Heritage Area: Visitor Characteristics and Economic Impacts

**Author(s)**

Sytnes and Sun

**Summary**

The Cane River National Heritage Area visitor survey was conducted from July to December 2003 at 4 sampling locations. The survey was designed to gather basic visitor information and trip characteristics and especially data necessary to estimate economic impacts of visitor spending using the MGM2 model.



**Call #**

**Park(s)**

CAHA

**Subject Area**

Visitor study, National Park, Visitor use, Outdoor recreation

**Key Words**

Cape Hatteras ; seashore ; use and use patterns ; visitors ; resource management ; norm ; attitude ; lighthouse

**Title**

Cape Hatteras National Seashore Visitor Use Study -- Pilot Project

**Author(s)**

Vogelsong

**Summary**

This study examines visitors, visitor use, and activities at Cape Hatteras National Seashore in 2000. The study objectives include, (1) to pilot test for both a methodology to determine visitor use levels throughout the Cape Hatteras National Seashore and provide accurate and reliable counts of park visitors, as well as a survey instrument designed to determine activity patterns and attitudes/norms of visitors toward visitor density, other activities, and off road vehicle use in the park; and (2) to provide some preliminary baseline data on the recreational activities that are preferred by Cape Hatteras National Seashore visitors, as well as their norms and attitudes concerning the number of other visitors they come in contact with and ORV use throughout the park. Finally, it is hoped that this pilot study will act as a first step in the completion of a more rigorous study that would incorporate a larger and more representative sample of park users over a full year to guide management decisions on developing visitor and off road vehicle management policies.

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**Call #**

**Park(s)**

COLM

**Subject Area**

Visitor Study, Visitor Characteristics, Outdoor Recreation, Colorado National Monument

**Key Words**

visitors ; visitor study ; visitor characteristics ; demographics ; visitor perceptions ; recreation ; trails ; traffic ; crowding ; safety ; dogs ; management ; planning ; Colorado National Monument

**Title**

Colorado National Monument 2002-03 Visitor Study: Final Report

**Author(s)**

Lee, Fuller

**Summary**

The Colorado National Monument Visitor Survey is a collaborative research effort designed to provide visitor experiences and management preferences to be used in developing a new management plan for the Monument. The objectives of the research are to determine why visitors go to Colorado National Monument and the accommodations they use, visitor perceptions of traffic and crowding, and visitor opinions about allowing dogs in the Monument.

**Call #**

**Park(s)**

30 NPS units

**Subject Area**

Risk management, Visitor safety, National Park System, Safety

**Key Words**

risk ; safety ; hazard ; outdoor recreation

**Title**

A Comprehensive Study of Visitor Safety in the National Park System: Final Report

**Author(s)**

Golding and Tule

**Summary**

This final report summarizes the following: an extensive review of the social science research literature, the collection and analysis of data on almost 20,000 visitor accidents over the period 1993 to 1998, an inventory of hazards and risk conditions in the 30 parks, and the development, distribution, and analysis of an extensive survey of visitors in the 30 parks.

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**Call #**

**Park(s)**

COWP

**Subject Area**

Visitor study, Visitor characteristics, Demographics, Cowpens National Battlefield

**Key Words**

visitors ; visitor characteristics ; demographics ; perceptions ; opinions ; awareness ; activities ; cultural history ; natural history ; interpretation ; facilities ; roads ; signs ; safety ; burn policy ; planning ; management ; maintenance ; Cowpens National Battlefield

**Title**

Cowpens National Battlefield Visitor Study: Spring 2003

**Author(s)**

Meldrum, Littlejohn, Morgan, Hollenhorst

**Summary**

This report describes the results of a study of visitors to Cowpens National Battlefield, also referred to as "Cowpens NB." This study was conducted May 28-June 4, 2002 by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho. A separate appendix contains visitors' comments about their visits. A few highlights of the results are as follows: more than one-half (58%) of groups were families, 47% of visitors reported that this was their first visit to the Battlefield, and the most commonly cited activities were visiting the visitor center (55%), walking the interpretive trail (53%), and reading interpretive signs (43%).

**Call #**

**Park(s)**

SHEN

**Subject Area**

Visitor study, Shenandoah National Park, Interpretation, Visitor center

**Key Words**

Dickey Ridge Visitor Center ; exhibit ; design ; interpretive media ; media planning ; interview ; knowledge of the audience ; motivation ; interest

**Title**

Dickey Ridge Survey: Shenandoah National Park: Final Report

**Author(s)**

Shettel

**Summary**

The present survey was designed to obtain inputs from visitors to the Dickey Ridge Visitor Center. This survey falls under the general heading of a "Front-End" study, that is, a study designed to learn about the interests of visitors in the subject matter of a proposed exhibition before final decisions are made about its scope and content. Several recommendations for the proposed exhibits derive from this study included exhibit elements, the use of interactive devices and hands-on displays, and the importance of getting input from visitors during the exhibit development process.

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**Call #**

**Park(s)**

BADL

**Subject Area**

Economic impacts, Visitor Spending, Money Generation Model (Version 2), Badlands National Park

**Key Words**

economic impacts ; visitors ; spending ; local ; tourism ; recreation ; retail ; restaurant ; motel ; camp ; income ; jobs ; day visitors ; overnight ; money generation model ; Badlands National Park

**Title**

Economic Impacts of Badlands National Park Visitor Spending on the Local Economy, 2000

**Author(s)**

Probst, Styne, Sun

**Summary**

Badlands National Park hosted 1.1 million recreation visits in 2000. Park visitors spent \$19 million in the local area, generating \$5.2 million in direct personal income (wages and salaries) for local residents and supporting 438 tourism-related jobs in the area. Through secondary effects, park visitor spending supported an additional 72 area jobs, involving \$4.6 million in additional sales and \$1.5 million in personal income. These economic impacts were estimated with the newly updated National Park Service Money Generation Model (Version 2). This report describes these MGM2 estimates of the economic impact of tourism related to the Badlands National Park in 2000.

**Call #**

**Park(s)**

CAVE

**Subject Area**

Carlsbad Caverns National Park, visitor spending, local economy, MGM2

**Key Words**

Carlsbad Caverns National Park; MGM2; visitor spending; local economy; Eddy County; New Mexico; impacts on economy; economics

**Title**

Economic Impacts of Carlsbad Caverns National Park on the Local (Eddy County, NM) Economy 2002

**Author(s)**

Stynes

**Summary**

This report estimates the local economic impacts of Carlsbad Caverns National Park. The park contributes to economic activity in the area through visitor spending and park operations. Impacts are estimated using MGM2 model along with park visitation and budget information for 2002 provided by the park.

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**Call #**

**Park(s)**

GETT/EISE

**Subject Area**

Economic impacts, Visitor spending, Gettysburg National Military Park, Eisenhower National Historic Site

**Key Words**

economic impacts ; visitors ; spending ; local area ; tourism ; personal income ; jobs ; recreation ; services ; retail ; restaurants ; lodging ; day visitors ; overnight visitors ; money generation model ; Gettysburg National Military Park ; Eisenhower National Historic Site

**Title**

Economic Impacts of Gettysburg National Military Park/Eisenhower National Historic Site Visitor Spending on the Local Economy, 2000

**Author(s)**

Probst, Stynes, Sun

**Summary**

Gettysburg National Military Park hosted 1.5 million recreation visits in 2000. Park visitors spent \$76.7 million dollars in the local area generating \$22.6 million dollars in direct personal income (wages and salaries) for local residents and supporting 2,000 jobs in the area. An additional \$22.6 million dollars in sales, \$7.6 million in personal income, and 354 jobs were generated through secondary effects, as visitor spending circulated through the local economy. These economic impacts were estimated with the newly updated National Park Service Money Generation Model (Version 2). This report describes the estimated economic impact of visitors to Gettysburg National Military Park and Eisenhower National Historic Site in the year 2000.

**Call #**

**Title**

Economic Impacts of Great Smoky Mountains National Park Visitors on the Local Region, 1997-2000

**Park(s)**

GRSM

**Author(s)**

Stynes

**Subject Area**

Economic Impacts, Visitor Spending, Money Generation Model (Version 2), Great Smoky Mountains National Park

**Summary**

Great Smoky Mountain National Park reported 10 million visitors in 2000, including 329,721 overnight stays in the park. Gateway communities of Gatlinburg, Pigeon Forge, Townsend, and Cherokee have extensive tourism developments including a major theme park, numerous factory outlet malls, an Indian gaming casino, and a variety of other entertainment, recreation and retail establishments targeted at park visitors and tourists more generally. This report uses the newly revised National Park Service Money Generation Model (Version 2) to estimate the economic impact of visitors to the park in the broader community. These economic impacts are first presented for 1997 and then updated to 2000.

**Key Words**

economic impact ; visitors ; spending ; tourism ; gateway communities ; recreation ; lodging ; restaurants ; retail ; entertainment ; casino ; money generation model ; jobs ; income ; Great Smoky Mountains National Park ;

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**Call #**

**Title**

Economic Impacts of National Park Visitor Spending on Gateway Communities: Systemwide Estimates for 2001

**Park(s)**

NPS

**Author(s)**

Probst, Stynes, Sun

**Subject Area**

Economic impacts, Visitor spending, Gateway communities, National Park Service

**Summary**

National parks and surrounding communities have a shared interest in understanding the economic impacts of park visitors/area tourist on the local economy. Economic impact analysis provides one way to quantify the relationship between national parks and local communities. This type of analysis traces the flow of spending by visitors within the local economy in order to estimate the park's contribution to sales, income and jobs in the area. This report forecasts the economic impacts of national park visitors on the systemwide level for the year 2001.

**Key Words**

economic impacts ; visitors ; gateway communities ; estimates ; systemwide ; money generation model ; multipliers

**Call #**

**Title**

Economic Impacts of Visitor Spending on Local Economy: Pictured Rocks National Lakeshore, 2001

**Park(s)**

PIRO

**Author(s)**

Probst, Stynes, Sun

**Subject Area**

Economic Impacts, Visitor Spending, Money Generation Model (Version 2), Pictured Rocks National Lakeshore

**Summary**

Pictured Rocks National Lakeshore hosted 421,000 recreation visits in 2001. Park visitors spent \$14.8 million dollars in the local area, generating \$4.6 million in direct personal income (wages and salaries) for local residents and supporting 426 jobs in the area. These estimates were made based on the newly updated National Park Service Money Generation Model (Version 2) (MGM2). This report describes the economic impact of visitors to Pictured Rocks National Lakeshore in the surrounding communities based on the MGM2 estimates.

**Key Words**

economic impacts ; visitors ; visitor spending ; local ; communities ; tourism ; jobs ; income ; secondary effects ; restaurants ; lodging ; retail ; entertainment ; recreation ; day visitors ; overnight ; money generation model ; Pictured Rocks National Lakeshore

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**Call #**

**Title**

Economic Impacts of Visitors to Mount Rainier National Park, 2000

**Park(s)**

MORA

**Author(s)**

Probst, Stynes, Sun

**Subject Area**

Economic impacts, Visitor spending, Mount Rainier National Park

**Summary**

Mount Rainier hosted 1.3 million recreation visits in 2000. Park visitors spent \$30 million dollars in the local area generating \$9 million dollars in direct personal income (wages and salaries) for local residents and supporting 649 jobs in the area. An additional \$11 million in sales, \$3.9 million in personal income, and 163 jobs were generated by secondary effects, as visitor spending circulated through the local economy. These estimates were made with the newly updated National Park Service Money Generation Model (Version 2). This report estimates the economic impact of tourists in the communities surrounding Mount Rainier National Park.

**Key Words**

**Call #**

**Park(s)**

OLYM

**Subject Area**

Economic Impacts, Visitor Spending, Money Generation Model (Version 2), Olympic National Park

**Key Words**

economic impacts ; visitors ; visitor spending ; local region ; communities ; tourism ; income ; jobs ; secondary effects ; restaurants ; lodging ; retail ; entertainment ; recreation ; day visits ; overnight ; money generation model ; Olympic National Park

**Title**

Economic Impacts of Visitors to Olympic National Park, 2000

**Author(s)**

Probst, Styne, Sun

**Summary**

Olympic National Park hosted 3.3 million recreation visits in 2000. Park visitors spent \$90 million dollars in the local area, generating \$29 million in direct personal income (wages and salaries) and supporting 1,900 jobs in area tourism businesses. Tourism accounts for about 10% of area employment. Park visitors account for 62% of tourism spending in Clallam and Jefferson counties and 28% of tourism spending in the four-county area (including Gray's Harbor and Mason counties). These economic impacts are estimated using the newly updated National Park Service Money Generation Model (Version 2). This report describes the economic impacts of recreation visitors to Olympic National Park in the surrounding communities.

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**Call #**

**Park(s)**

WORI

**Subject Area**

Women's Rights National Historical Park, Economic Impacts, Visitor Spending, MGM2

**Key Words**

Women's Rights National Historical Park ; Economic Impacts ; Seneca County ; MGM2 ; Visitor Spending

**Title**

Economic Impacts of Women's Rights National Historic Park on Seneca County

**Author(s)**

Stynes

**Summary**

The purpose of this report is to quantify the impacts of the park on Seneca County's economy. Impacts are estimated using the NPS Money Generation Model. Impact estimates are based on an estimated 25,828 park visitors and a park operating budget of \$958,000 in 1999.

**Call #**

**Park(s)**

NPS

**Subject Area**

Social Science Research Review, Visitor experiences, Soundscape, Noise management

**Key Words**

noise ; audibility ; decibel ; foreground task ; natural ambient sound ; natural quiet ; noticeability ; sonic ; sound ; psychophysiological ; airplane ; aircraft ; stress

**Title**

The Effect of Mechanical Noise and Natural Sound on Visitor Experiences in Units of the National Park System

**Author(s)**

Gramann

**Summary**

This paper reviews research on the effects of mechanical noise and natural sound on visitor experiences in national parks. Three approaches to studying noise impacts are described. Most noise research to date has addressed the impact of air-tour overflights on visitor experiences. These impacts are localized, with significant percentages of visitors in some parks reporting interference with natural sounds from aircraft noise. Research also shows that unthreatening natural environments can have significant stress-reducing effects for many people. However, it is unclear if these effects are due to hearing the sounds of nature or to a combination of hearing and seeing nature.

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**Call #**

**Park(s)**

NPS

**Subject Area**

Social Science Research Review, Employee safety, Safety, Risk management

**Key Words**

risk ; hazard management ; human error ; mental workload ; organizational culture ; performance-based feedback ; physiological characteristics ; psychological characteristics ; safety culture ; stress factors

**Title**

Employee Safety in the National Park Service

**Author(s)**

Tuler

**Summary**

Many factors can contribute to safe and unsafe work practices in National Park Service activities. Prior research is reviewed to highlight how factors influencing employee safety occur at multiple levels. Individual characteristics contributing to employee safety include stress and fatigue and how they influence decision-making, judgments, and behaviors. Group characteristics include how employees and team members share information and reach joint decisions. The potential for safety cultures and effective training programs are factors including employees' safety at the organizational level. Special attention is placed on prior research which specifically addressed NPS employee safety. How lessons from prior research can be useful to NPS managers is emphasized throughout the report.



**Call #**

**Park(s)**

ESSE

**Subject Area**

Essex National Heritage Area, economic impacts, visitor spending, trip characteristics

**Key Words**

Essex National Heritage Area ; visitor survey ; visitor characteristics ; visitor spending ; economic impacts ; local economy ; MGM2

**Title**

Essex National Heritage Area; Visitor Characteristics and Economic Impacts

**Author(s)**

Stynes and Sun

**Summary**

The purpose of this study is to establish some baseline characteristics of Essex National Heritage Area visitors and to estimate the impacts of visitor spending on the region's economy. The survey was designed to gather basic visitor and trip characteristics and especially data necessary to estimate economic impacts of visitor spending using the MGM2 model.

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**Call #**

**Park(s)**

YOSE

**Subject Area**

Yosemite National Park, Interpretation, Visitor study, Interpretive media

**Key Words**

interpretive signs ; visitors ; Upper Yosemite Falls Trail ; evaluation ; effectiveness ; attention

**Title**

Evaluation of the National Park System Sign Format and Design: Tests of Small Panel Signs in Yosemite National Park

**Author(s)**

Hall, Hockett, and Smith-Jackson

**Summary**

Three studies were conducted in 2000 to evaluate test installations of small panel signs at Yosemite National Park. All three took place in two locations (a campground and a trailhead) and evaluated experimental variants that included signs with no deck, signs with a deck, and signs with vivid statistics in the deck. The first study used unobtrusive observation to evaluate attention capture, and related attention capture to sign, individual, and situational elements. Study 2 used semi-structured interviews with visitors at signs to elicit evaluations and critiques. Study 3 explored how well the test signs conveyed information, through the use of written questionnaires given to visitors after their exposure to the signs.

**Call #**

**Park(s)**

FIIS

**Subject Area**

Fire Island National Seashore, Transportation study, Traffic study, Market analysis

**Key Words**

visitors ; visitor use ; residents ; infrastructure ; General Management Plan ; environmental impact ; traffic study ; market analysis ; ferry routes ; GMP

**Title**

Fire Island National Seashore Waterborne Transportation System Plan

**Author(s)**

Armstrong, Bryan, and Norris

**Summary**

This report assesses the prospects for enhanced alternative transportation services and infrastructure at the National Park Service unit of the Fire Island National Seashore. The Park staff believe that enhancement of alternative transportation services can help facilitate access to the resources of Fire Island, and support the needs of year-round residents, seasonal renters, and day visitors. The assessment is based upon a thorough survey of existing services, a market survey conducted in summer 2000, and projections for modest visitation growth in the coming years.

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**Call #**

**Park(s)**

MORA

**Subject Area**

Visitor study, Mount Rainier National Park, Front-end evaluation, Visitor center

**Key Words**

Paradise Visitor Center ; design ; interpretive planning ; interview ; knowledge of the audience ; motivation ; interest ; risk ; natural resources ; visitors ; exhibit

**Title**

Focus Group Report: Front-end Evaluation of Exhibit Ideas for Paradise Visitor Center

**Author(s)**

Parman

**Summary**

A front end evaluation study was conducted on Saturday, July 7, 2001 at Jackson Visitor Center, at the Paradise area of Mount Rainier National Park. The purpose of the study was to find out what park visitors know and want to know about Paradise flower meadows and related ecology, as well as Mount Rainier volcanology and geology. The findings of the study will inform the design of exhibits for a proposed visitor center at Paradise.

**Call #**

**Park(s)**

GRCA

**Subject Area**

Visitor study, Grand Canyon Parashant National Monument, Visitor services

**Key Words**

quality ; outdoor recreation ; recreational survey ; leisure

**Title**

Grand Canyon-Parashant National Monument Social Indicators Survey: Final Report

**Author(s)**

Foti and Nodal

**Summary**

This report summarizes the 2002-2003 Social Indicators Survey for the Grand Canyon-Parashant National Monument. The survey results provide critical information about recreational users, non-recreational users, and surrounding community members for the Monument's management planning.

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**Call #**

**Park(s)**

GRCA

**Subject Area**

Wayside, Prescribed Burn, Interpretation, Grand Canyon National Park

**Key Words**

wayside ; wayside exhibit ; fire ; prescribed burn ; interpretation ; Harpers Ferry ; Grand Canyon National Park

**Title**

Grand Canyon National Parks Wayside Exhibit: Formative Evaluation of the Outlet Fire Exhibits

**Author(s)**

Hilton and Heimlich

**Summary**

Communication about wildland fire is an important topic for the whole of the NPS as well as other agencies such as the United States Forest Service (USFS). In order to see if a particular set of wayside exhibits were successful in communicating to North Rim visitors the role of fire on the North Rim, particularly in relation to Outlet Fire, a formative evaluation was undertaken by Sunita Hilton and Joe Heimlich of Ohio State University. By gaining information about the effectiveness of the signs before making them permanent the NPS has the opportunity to make any changes or improvements at a much earlier point and to gain a better understanding of how their visitors respond to their message.

**Call #**

**Title**

Grand Teton National Park Summer 2001 Travel  
Surveys: Final Report

**Park(s)**

GRTE

**Author(s)**

Morelli

**Subject Area**

Employee Survey, Demographics, Grand Teton National  
Park, Transportation

**Summary**

Grand Teton National Park is currently in the process of developing a plan to address issues related to transportation system conditions within its jurisdiction. During the summer of 2001, a series of surveys was conducted in support of this plan. The purpose of the surveys was to obtain information on the travel patterns, constraints and preferences among several populations of transportation system users. Of particular interest were questions related to existing and potential use of "alternative" travel modes (particularly walking, bicycles and transit) in the park.

**Key Words**

vehicle intercept survey ; visitor ; visitor study ; travel patterns ; constraints ; preferences; planning; outdoor recreation ; crowding ; visitor expectation

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**Call #**

**Title**

Impact of Visitor Spending on Local Economy:  
Biscayne National Park, 2001

**Park(s)**

BISC

**Author(s)**

Stynes and Sun

**Subject Area**

Biscayne National Park, visitor spending, economic impacts, impact on local economy

**Summary**

Biscayne National Park hosted 489,000 visits in 2001. Park visitors spent \$21.9 million dollars in Florida City/Homestead area, generating \$6.8 million in direct personal income for local residents and supporting 290 jobs in the area. Economic impacts were estimated with the updated National Park Service Money Generation Model (version 2).

**Key Words**

Biscayne National Park; economy; visitor spending; impact on local economy; MGM; MGM2;economic impacts; sector; spending; 2001

**Call #**

**Park(s)**  
COLO

**Subject Area**  
Colonial National Historic Park, Visitor Spending, impacts on local economy, MGM2

**Key Words**  
Colonial National Historic Pak; MGM2; local economy; visitor spending; economics; visitor survey

**Title**

Impacts of Visitor Spending on Local Economy: Colonial National Historic Park 2001

**Author(s)**

Stynes and Sun

**Summary**

The purpose of this study is to document the local economic impacts of visitors to Colonial National Historic Park (COLO) in 2001. The economic estimates are produced using the Money Generation Model 2 (MGM2).

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**Call #**

**Park(s)**  
CRLA

**Subject Area**  
Crater Lake National Park, visitor spending, MGM2, economic impacts

**Key Words**  
Crater Lake National Park ; economic impacts ; MGM2 ; visitor spending ; economy ; visitor survey

**Title**

Impacts of Visitor Spending on Local Economy: Crater Lake National Park 2001

**Author(s)**

Stynes and Sun

**Summary**

The purpose of this study is to document the local economic impacts of visitors to Crater Lake National Park in 2001. The economic estimates are produced using the Money Generation Model 2.

**Call #**

**Park(s)**

SEKI

**Subject Area**

Sequoia and Kings Canyon National Parks, Visitor Spending, impacts on local economy, MGM2

**Key Words**

Sequoia and Kings Canyon National Parks ; Visitor Spending ; Impacts on Local Economy ; MGM2 ; Visitor Survey ; Economics

**Title**

Impacts of Visitor Spending on Local Economy: Sequoia and Kings Canyon National Parks 2002

**Author(s)**

Stynes and Sun

**Summary**

The purpose of this study is to document the local economic impacts of visitors to Sequoia National Park and Kings Canyon National Park in 2002. The economic estimates are produced using the Money Generation Model 2.

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**Call #**

**Park(s)**

VAFO

**Subject Area**

Economic Impacts, Visitor Spending, Money Generation Model (Version 2), Valley Forge National Historical Park

**Key Words**

economic impacts ; visitors ; visitor spending ; local area ; region ; tourism ; income ; restaurants ; lodging ; retail ; entertainment ; recreation ; day visits ; overnight ; money generation model ; secondary effects ; Valley Forge National Historical Park

**Title**

Impacts of Visitor Spending on the Local Economy: Valley Forge National Historic Park, 2001

**Author(s)**

Stynes, Sun

**Summary**

Valley Forge National Historical Park hosted 1.23 million recreation visits in 2001. Park visitors spent \$33.3 million dollars within an hour's driving distance of the park. This spending generated \$10.4 million in direct personal income (wages and salaries) for local residents and supported 713 jobs in the area. These economic impacts were estimated using the newly updated National Park Service Money Generation Model (Version 2). This report describes these MGM2 estimates and the impact for residents of communities surrounding Valley Forge National Historical Park.

**Call #**

**Park(s)**

YOSE

**Subject Area**

Yosemite National Park, Indicators of quality, Visitor study, Carrying capacity

**Key Words**

visitor characteristics ; wilderness ; wilderness management ; visitors ; visitor experiences ; daily experience diary ; standards of quality ; GIS ; decision making ; VERP ; General Management Plan ; GMP

**Title**

Integrating Social, Ecological and Managerial Indicators of Quality into Carrying Capacity Decision Making in Yosemite National Park Wilderness

**Author(s)**

Manning and Newman

**Summary**

This study identifies social, resource and managerial indicators and standards of quality in order to help inform capacity decision making in Yosemite National Park wilderness during the years 2000 and 2002.

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**Call #**

**Park(s)**

30 units

**Subject Area**

National Parks, Hazard, Risk, Inventory

**Key Words**

National Parks ; Hazard ; Risk ; Hazard Management Framework ; Accidents ; Inventory ; Survey ; Rating ; Visitors

**Title**

An Inventory of Hazards and Risk Conditions in the National Parks

**Author(s)**

Golding, Krueger, and Tuler

**Summary**

This report describes the methods and results of an inventory of hazard and risk conditions in 30 National Park units. The inventory is based on the analysis of park records on visitor accidents and input from park and program managers at each of the 30 parks.

**Call #**

**Park(s)**

APIS

**Subject Area**

Apostle Islands National Lakeshore, Visitor study, Resource meanings, Resource management

**Key Words**

visitors ; audience ; meanings ; values ; campers ; crowding

**Title**

Meanings and Values Associated with Apostle Islands National Lakeshore

**Author(s)**

Salk and Schneider

**Summary**

This project identified values of various Apostle Island National Lakeshore constituents, as expressed in language use and protection priorities. Key terms and protection priorities were assessed among several audiences with a mixed methods approach. Specific project objectives were to: (1) identify and compare key term definitions by audience, (2) identify and compare protection priorities by audience, and (3) conduct a camper survey.

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**Call #**

**Park(s)**

NACC

**Subject Area**

National Capital Parks Central, Visitor study, Visitor characteristics, Transportation

**Key Words**

Visitor ; Visitor profile ; Demographics ; Transportation ; Transportation services ; Travel Group ; Geography ; Length of stay ; Washington, DC ; Planning

**Title**

National Capital Parks Central Washington, DC Visitor Transportation Survey

**Author(s)**

PricewaterhouseCoopers LLP

**Summary**

In October of 2002, PricewaterhouseCoopers and its subcontractors, ETC Institute and KA Associates, were contracted by the National Park Service (NPS) National Capital Parks Central (NACC) to conduct a Washington, DC visitor transportation survey during the spring and summer of 2003. As the NPS plans for potential growth in participation in and around the Memorial core, it desires to evaluate alternative transportation systems. The research conducted as part of this study has been designed to access the profiles, preferences and needs of visitors regarding transportation in the Washington, DC area. The results of this survey will be used to assist the NPS in developing transportation planning recommendations for the National Capital Parks-Central, particularly the Central/Memorial Core.



**Call #**

**Park(s)**

NPS

**Subject Area**

Social science, Demographics, Public attitudes, Recreation Fee Demonstration Program

**Key Words**

fee ; recreation fee ; entrance fee ; willingness to pay ; visitors ; non-visitors ; visitor experiences ; barriers ; visitor characteristics

**Title**

National Park Service Fees: An Examination of Public Attitudes

**Author(s)**

Hagan, Ostergren, and Solop

**Summary**

This report describes the demographic characteristics of National Park System units' visitors and non-visitors, and contrasts differences in motivation, interest, and attitudes toward the Recreation Fee Demonstration Program.

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**Call #**

**Park(s)**

NPS

**Subject Area**

Natural Resources, Natural Resource Program Center, Natural Resource Advisory Group, Natural Resource Policy

**Key Words**

natural resources ; natural resource program center ; natural resource advisory group ; funding ; policy ; guidance ; development ; survey ; questionnaire ; regulation ; review ; technical assistance ; air quality ; water quality ; environmental compliance ; exotic plants ; exotic plant management ; geoscience ; monitoring

**Title**

National Park Service Natural Resource Program Center: Evaluation of Selected NRPC Programs by the NRAG

**Author(s)**

Gramann, Sipes, and Forist

**Summary**

In March 2004, a questionnaire was completed by all members of the National Park Service Natural Resource Advisory Group attending its meeting in Homestead, Florida. The questionnaire was developed in cooperation with Texas A&M University and was designed to evaluate two functions and six technical assistance activities of the Natural Resources Program Center. This report contains the results of that questionnaire.

**Call #**

**Park(s)**

NPS

**Subject Area**

Visitor study, Demographics, American public

**Key Words**

comprehensive survey ; National Park Service ;  
American public ; Americans ; attitudes ; interests ;  
values ; phone survey

**Title**

The National Park Service Comprehensive Survey of the  
American Public

**Author(s)**

Hagen and Solop

**Summary**

This report is an ambitious study of the American public  
by the U.S. NPS. Information reported is based on a  
scientific survey of the attitudes, opinions, interests, and  
NPS visitation patterns of a representative sample of  
adult Americans.

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**Call #**

**Park(s)**

AKR

**Subject Area**

Alaska region, National Park Service, Visitor Study,  
Demographics

**Key Words**

National Park Service ; Alaska region ; Comprehensive  
survey ; Phone survey ; American public ; Americans ;  
Attitudes ; Interests ; Values ; Opinions ; Visitation  
pattern

**Title**

The National Park Service Comprehensive Survey of the  
American Public: Alaska Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This Alaska Region (AKR) Technical Report is one of  
seven regional technical reports produced from findings  
of a national survey of the American public conducted  
by the United States National Park Service and the  
Social Research Laboratory of Northern Arizona  
University. The national study is the first effort in  
several decades by the National Park Service to  
comprehensively survey the American public and  
understand the relationship the public has with the  
national system of parks, historical and cultural sites,  
and monuments. Information in this report reflects the  
attitudes, opinions, interests, and visitation patterns of a  
representative sample of adults living in the United  
States. Each of the regional reports compares regional  
data with the national data on each topic.

**Call #**

**Park(s)**

NPS

**Subject Area**

Comprehensive Survey of the American Public, Ethnic and Racial Diversity, Visitors, Non-Visitors

**Key Words**

survey ; visitors ; non-visitors ; demographics ; ethnicity ; race ; diversity ; barriers ; fees ; cost ; transportation ; distance ; safety ; park employees ; information ; crowding ; accommodations ; reservations ; outdoor recreation ; white ; Hispanic ; African American ; Asian

**Title**

The National Park Service Comprehensive Survey of the American Public: Ethnic and Racial Diversity of National Park Service Visitors and Non-Visitors

**Author(s)**

Solop, Hagen, Ostergren

**Summary**

This report is the third in a series of four topical reports prepared by Northern Arizona University's Social Research Laboratory based on the "2000 National Park Service Comprehensive Survey of the American Public." The purpose of this report is to describe racial and ethnic patterns in use and non-use of the National Park System. The major findings include: (1) 32% of respondents reported visiting a National Park System unit within the previous 2 years, (2) 59% of respondents said they were either very likely or somewhat likely to visit a National Park System unit within the next 12 months, (3) the most important barriers to visiting cited by respondents were overall costs, lack of information about what to do inside a park, and travel distance, and (4) African Americans were more than three times more likely than whites to believe that park service employees gave poor service to visitors, and that parks were uncomfortable places to be for people similar to themselves.

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**Call #**

**Park(s)**

IMR

**Subject Area**

Intermountain Region, National Park Service, Visitor Study, Demographics

**Key Words**

National Park Service ; Intermountain region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

**Title**

The National Park Service Comprehensive Survey of the American Public: Intermountain Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This Intermountain Region (IMR) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

**Call #**

**Park(s)**

MWR

**Subject Area**

Midwest Region, National Park Service, Visitor Study, Demographics

**Key Words**

National Park Service ; Midwest region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

**Title**

The National Park Service Comprehensive Survey of the American Public: Midwest Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This Midwest Region (MWR) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

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**Call #**

**Park(s)**

NCR

**Subject Area**

National Capital Region, National Park Service, Visitor Study, Demographics

**Key Words**

National Park Service ; National Capital region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

**Title**

The National Park Service Comprehensive Survey of the American Public: National Capital Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This National Capital Region (NCR) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

**Call #**

**Park(s)**

NER

**Subject Area**

Northeast Region, National Park Service, Visitor Study, Demographics

**Key Words**

National Park Service ; Northeast region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

**Title**

The National Park Service Comprehensive Survey of the American Public: Northeast Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This Northeast Region (NER) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

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**Call #**

**Park(s)**

PWR

**Subject Area**

Pacific West Region, National Park Service, Visitor Study, Demographics

**Key Words**

National Park Service ; Pacific West region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

**Title**

The National Park Service Comprehensive Survey of the American Public: Pacific West Region Technical Report

**Author(s)**

Hagan and Solop

**Summary**

This Pacific West Region (PWR) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

**Call #**

**Title**

The National Park Service Comprehensive Survey of the American Public: Southeast Region Technical Report

**Park(s)**

SER

**Author(s)**

Hagan and Solop

**Subject Area**

Southeast Region, National Park Service, Visitor Study, Demographics

**Summary**

This Southeast Region (SER) Technical Report is one of seven regional technical reports produced from findings of a national survey of the American public conducted by the United States National Park Service and the Social Research Laboratory of Northern Arizona University. The national study is the first effort in several decades by the National Park Service to comprehensively survey the American public and understand the relationship the public has with the national system of parks, historical and cultural sites, and monuments. Information in this report reflects the attitudes, opinions, interests, and visitation patterns of a representative sample of adults living in the United States. Each of the regional reports compares regional data with the national data on each topic.

**Key Words**

National Park Service ; Southeast region ; Comprehensive survey ; Phone survey ; American public ; Americans ; Attitudes ; Interests ; Values ; Opinions ; Visitation pattern

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**Call #**

**Title**

Outer Banks Group Parks Visitor Study: Cape Hatteras National Seashore Visitors

**Park(s)**

CAHA

**Author(s)**

Le, Littlejohn, and Reed

**Subject Area**

Cape Hatteras National Seashore, Visitor Study, Visitor Characteristics, Demographics

**Summary**

This report describes the results of a study of visitors at Cape Hatteras National Seashore. This visitor study was conducted from July 12-18, 2002 at the Outer Banks Group Parks by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho. A separate appendix includes comment summaries and visitors' unedited comments. A few highlights of this report are as follows: most visitors (67%) had visited one or more of the Outer Banks Group Parks in the past. The most important reasons for visits: 1) lighthouses, 2) swimming, and 3) uncrowded/solitude/low population. The most popular activities for this and past visits were sunbathing/swimming and visiting historic sites. Most visitor groups (94%) rated the overall quality of visitor services at Outer Banks Group parks as "very good" or "good."

**Key Words**

Visitor Services Project ; Visitor ; Visitor Services ; Use ; Quality ratings ; Planning ; Satisfaction ; Crowding ; History ; Interpretation ; Facilities ; Park staff ; Safety ; Demographics ; Bodie Island ; Hatteras Island ; Ocracoke Island ; Lighthouse

**Call #**

**Park(s)**

FORA

**Subject Area**

Fort Raleigh National Historic Site, Visitor study,  
Visitor characteristics, Demographics

**Key Words**

Visitor Services Project ; Visitor ; Visitor Services; Use ;  
Quality ratings ; Planning ; Satisfaction ; Crowding ;  
History ; Interpretation ; Facilities ; Park staff ; Safety ;  
Demographics ; Fort Raleigh

**Title**

Outer Banks Group Parks Visitor Study: Fort Raleigh  
National Historic Site Visitors

**Author(s)**

Le, Littlejohn, and Reed

**Summary**

This report describes the results of a study of visitors at Fort Raleigh National Historic Site. This visitor study was conducted from July 12-18, 2002 at the Outer Banks Group Parks by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho. A separate appendix includes comment summaries and visitors' unedited comments. A few of the highlights of this study are as follow: most visitors (77%) reported that this was their first visit to Fort Raleigh. The three most important reasons visitors cited for visiting Fort Raleigh were, 1) historical significance, 2) the "Lost Colony" theater, and 3) general interest/to see it. Most groups (97%) rated the services provided at Outer Banks Group parks as "very good" or "good."

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**Call #**

**Park(s)**

WRBR

**Subject Area**

Wright Brothers National Memorial, Visitor study,  
Visitor characteristics, Demographics

**Key Words**

Visitor Services Project ; Visitor ; Visitor Services ; Use  
; Quality ratings ; Planning ; Satisfaction ; Crowding ;  
History ; Interpretation ; Facilities ; Park staff ; Safety ;  
Demographics ; Wright Brothers ; Flight

**Title**

Outer Banks Group Parks Visitor Study: Wright  
Brothers National Memorial Visitors

**Author(s)**

Le, Littlejohn, and Reed

**Summary**

This report describes the results of a study of visitors at Wright Brothers National Memorial. This visitor study was conducted from July 12-18, 2002 at the Outer Banks Group Parks by the National Park Service (NPS) Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho. A separate appendix includes comment summaries and visitors' unedited comments. A few of the highlights of this study are as follow: most visitors (73%) reported that it was their first visit to the Wright Brothers Historical Memorial. The three most important reasons cited for visiting were, 1) historical significance, 2) educational reason, and 3) interest in flight/reverence for flight pioneers. Most visitors (89%) rated the visitor services at Wright Brothers National Memorial as "very good" or "good."

**Call #**

**Park(s)**

OUBX

**Subject Area**

Outer Banks Group parks, Visitor study, Visitor characteristics, Demographics

**Key Words**

Visitor Services Project ; Visitor ; Visitor Services ; Use ; Quality Ratings ; Planning ; Satisfaction ; Crowding ; History ; Interpretation ; Facilities ; Park Staff ; Safety ; Demographics ; Bodie Island ; Hatteras Island ; Ocracoke Island ; Fort Raleigh ; Cape Hatteras ; Wright Brothers

**Title**

Outer Banks Group Parks: Visitor Study: Summer 2002

**Author(s)**

Le, Littlejohn, and Reed

**Summary**

This report describes the results of a study of visitors at the National Park Service (NPS) Outer Banks Group parks, including Cape Hatteras National Seashore, Fort Raleigh National Historic Site, and Wright Brothers National Memorial. This visitor study was conducted from July 12-18, 2002 by the NPS Visitor Services Project (VSP), part of the Park Studies Unit at the University of Idaho. A separate appendix includes comment summaries and visitors' unedited comments. A few highlights of this report are as follows: 50% of visitors had visited one or more Outer Banks park in the past. The most common activities at the parks were visiting historical sites (81%), swimming/sunbathing (67%), and walking (64%). Most visitor groups (94%) rated the overall quality of visitor services at the Outer Banks Group parks as "very good" or "good."

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**Call #**

**Park(s)**

ACAD

**Subject Area**

Visitor Study, Transportation, Island Explorer Bus, Acadia National Park

**Key Words**

passenger ; bus ; transportation ; passenger experience ; attitudes ; passenger characteristics ; survey ; Acadia National Park ; Mount Desert Island

**Title**

Passenger Characteristics and Experiences with the Island Explorer Bus: Summer 1999

**Author(s)**

Daigle and Lee

**Summary**

In 1999, a new transit system called the Island Explorer carried a total of 142,260 passengers over 76 days from late June to early September, 1999. Eight propane-powered buses provided a free fare service on six routes through Mount Desert Island communities and Acadia National Park. This report describes passenger characteristics and experiences with the Island Explorer bus from August 5 to September 6, 1999. A total of 483 questionnaires were mailed to passengers. Passengers returned questionnaires for an 86% response rate.



**Call #**

**Park(s)**  
PIRO

**Subject Area**  
Pictured Rocks National Lakeshore, Visitor characteristics, Visitor study, User conflicts

**Key Words**  
personal watercraft use ; visitor experiences ; satisfaction ; user conflicts ; recreation conflicts ; visitor preferences ; crowding

**Title**

Pictured Rocks National Lakeshore: Visitor Use Study:  
Fall 2000

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Summary**

This study gathered information about visitors to Pictured Rocks National Lakeshore (NL) during the winter of 1999/2000. The study sought to provide information to managers about visitors' perceptions of Pictured Rocks NL, including information about (a) conflicts between different user types, (b) experiences in and benefits from using the area, (c) management in the area, and (d) satisfaction with their trip. This study provides the information needed by managers at Pictured Rocks NL to institute specific strategies and actions to resolve visitor conflicts and related issues and to aid long range planning in terms of visitor management of the Lakeshore. The first phase of the study examines winter use and focuses on two types of user groups: (1) snowmobilers and (2) cross-country skiers or snowshoers.

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**Call #**

**Park(s)**  
PIRO

**Subject Area**  
Pictured Rocks National Lakeshore, Visitor characteristics, Visitor study, User conflicts

**Key Words**  
snowmobile; snowmobilers ; cross-country ski ; skiers ; snowshoers ; visitor experiences ; satisfaction ; user conflicts ; recreation conflicts ; visitor preferences

**Title**

Pictured Rocks National Lakeshore: Visitor Use Study:  
Winter 1999/2000

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Summary**

This study gathered information about visitors to Pictured Rocks National Lakeshore (NL) during the winter of 1999/2000. The study sought to provide information to managers about visitors' perceptions of Pictured Rocks NL, including information about (a) conflicts between different user types, (b) experiences in and benefits from using the area, (c) management in the area, and (d) satisfaction with their trip. This study provides the information needed by managers at Pictured Rocks NL to institute specific strategies and actions to resolve visitor conflicts and related issues and to aid long range planning in terms of visitor management of the Lakeshore. The first phase of the study examines winter use and focuses on two types of user groups: (1) snowmobilers and (2) cross-country skiers or snowshoers.

**Call #**

**Title**

Public Involvement in National Parks Service Land Management Issues

**Park(s)**

NPS

**Author(s)**

Force and Forester

**Subject Area**

Social Science Research Review, Public involvement, Land management, Conflict resolution

**Summary**

The paper reviews the literature on public involvement in the context of public land management agencies with particular attention to public involvement activities in the National Park Service. A conceptual framework borrowed from small-group decision-making literature is presented to assist public land managers in determining the role and place of public involvement in the management process. A variety of public involvement techniques and data analysis methods is reviewed. A review of the literature suggests several recommendations for managers, including: clarify the goals of public involvement; focus on the public involvement process as well as the outcome; and use a variety of techniques to reach a diversity of stakeholders.

**Key Words**

stakeholders; public comment ; public involvement ; public meetings ; advisory committee ; content analysis ; nominal group process ; survey ; workshops

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**Call #**

**Title**

Race, Ethnicity and Use of the National Park System

**Park(s)**

NPS

**Author(s)**

Floyd

**Subject Area**

Social Science Research Review, Visitor services, Ethnicity, Ethnic group

**Summary**

This paper reviews the social science literature on racial and ethnic minority use of the National Park System. Four theoretical perspectives are examined--the marginality hypothesis, subcultural hypothesis, assimilation theory, and the discrimination hypothesis. Each perspective is described, and its strengths and limitations discussed. Research on race, ethnicity, and participation in outdoor recreation is also examined. Studies consistently show that racial and ethnic groups visit national parks and participate in recreation activities and differing rates. The style and pattern of park use also vary among racial and ethnic groups. Social science research on this topic can help park managers serve the diversity of recreation needs, preferences, and styles associated with diverse racial and ethnic groups.

**Key Words**

culture ; diversity ; acculturation ; assimilation ; cultural assimilation ; ethnicity ; ethnic group ; minority group ; segmented assimilation ; selective acculturation ; subculture ; outdoor recreation ; theory

**Call #**

**Title**

Report of Interviews at Heritage Sites in the Hudson River Valley National Heritage Area, Summer and Fall, 2002

**Park(s)**

**Author(s)**

Davis

**Subject Area**

Hudson River National Heritage Area, Visitor Impacts, Tourism, Visitor Survey

**Summary**

This report was commissioned and paid for by the Hudson River National Heritage Area. In this survey, 38 sites were included. The 2002 survey of visitors to Heritage Sites in the Hudson River Valley indicates that the visitor has higher income, more education, and tends to originate within the Northeast states of the US.

**Key Words**

Hudson River National Heritage Area ; Impact of Visitors ; Visitor Survey ; New York ; Demographics of visitor

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**Call #**

**Title**

Results of a Summer 2001 Visitor Study At Theodore Roosevelt National Park: Summary of Visitor Characteristics and Investigation of Group Differences

**Park(s)**

THRO

**Author(s)**

Anderson, Rosendahl, and Thompson

**Subject Area**

Visitor study, Theodore Roosevelt National Park, Visitor characteristics, Wilderness

**Summary**

The report profiles visitor characteristics of Theodore Roosevelt National Park in 2001. The goals of the visitor survey included: distribution and amount of use in the park, type and number of user groups recreating in the park (generalized by activity), visitor behavior, including reasons for visiting, attachment to the park, the held importance of recreation experiences, attainment of benefits flowing from their visit, visitor perceptions of crowding, conflicts, and other problems, visitor perceptions of park management options, visitor perceptions of local development-related impacts, and overall satisfaction with facilities, services, and experience.

**Key Words**

visitors ; place attachment ; visitor experiences ; benefits ; quality ; recreation users ; user groups ; wilderness ; resource management ; Government Performance Results Act (GPRA) ; conflicts ; satisfaction

**Call #**

**Park(s)**

NPS

**Subject Area**

National Parks, Safety, Visitors, Literature Review

**Key Words**

National Parks ; Visitors ; Visitor characteristics ; Risk ; Risk perception ; Hazard ; Hazard recognition ; Hazard management ; Judgement ; Decision-making ; Accident ; Stress factors ; Crowding ; Activities ; Recreation ; Social amplification ; Natural Hazards ; Wildlife ; Infrastructure ; Roadway ; Trail ; Equipment ; Emergency

**Title**

A Review of the Literature for a Comprehensive Study of Visitor Safety in the National Park System

**Author(s)**

Tuler

**Summary**

Social scientists have conducted an enormous amount of research on the causes, consequences, assessment, and management of a broad array of natural and technological hazards over the past 50 years. A large body of research has also developed in relation to leisure activities, including safety. This review is based on selected social science research relevant to NPS visitor safety and a comprehensive review of research that is directly concerned with NPS visitor safety.

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**Call #**

**Park(s)**

MORA/OLYM

**Subject Area**

Recreation motives, Mount Rainier National Park, crowding perceptions, demographic characteristics

**Key Words**

spatial displacement ; temporal displacement; telephone survey ; demographic characteristics ; crowding perceptions ; recreation motives

**Title**

The Role of Crowding and Visitor Displacement at Mount Rainier and Olympic National Parks

**Author(s)**

Gramann

**Summary**

One thousand telephone interviews were conducted in the six western Washington counties of Clallam, King, Kitsap, Pierce, Snohomish, and Thurston. The two research questions in the survey addressed: 1) the amount of spatial and temporal displacement due to crowding at Mount Rainier and Olympic national parks; and 2) the differences between displaced and non-displaced visitors in terms of demographic characteristics, crowding perceptions, and recreation motives.

**Call #**

**Park(s)**

SAMO

**Subject Area**

Visitor study, Santa Monica Mountains National Recreation Area, Urban park, Visitor Characteristics

**Key Words**

outdoor recreation ; trail use ; trail ; hiker ; visitors ; use patterns; trail ; planning ; policy ; policy-making ; barriers ; survey

**Title**

Santa Monica Mountains Recreation Area Recreational Trail Use Survey

**Author(s)**

Ahronowitz, Byrne, Joel, Kahle, Wolch, Woollard, and Zhang

**Summary**

This report discusses the findings of a recreational trail use survey conducted within the Santa Monica Mountains National Recreation Area in the summer of 2002. The study examines issues including visitation patterns, trail use, visitors' attitudes toward nature, mode of travel, and barriers to access. Recommendations are also provided for future management and policy-making.

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**Call #**

**Park(s)**

SARA

**Subject Area**

Visitor Study, Visitor Characteristics, Visitor Evaluation, Saratoga National Historical Park

**Key Words**

visitors ; visitor characteristics ; visitor use ; visitor attitudes ; management ; transportation ; traffic ; facilities ; survey ; evaluation ; Saratoga National Historical Park

**Title**

Saratoga National Historical Park Visitor Survey: 2001

**Author(s)**

Manning, Laven, and Budruk

**Summary**

The overall goal of this study was to develop visitor-based information that would help inform the new General Management Plan for Saratoga National Historical Park. Specific objectives were as follows: (1) obtain information on characteristics of park visitors; (2) obtain information on park use patterns; (3) obtain information on transportation-related issues; (4) obtain information on visitor evaluations of the park; (5) obtain information on visitor attitudes toward selected park management issues.

**Call #**

**Park(s)**

NPS

**Subject Area**

Evaluation, Government Performance and Results Act, National Center for Recreation and Conservation, Conservation

**Key Words**

Government Performance and Results Act ; GPRA ; strategic plan ; performance management ; performance measure ; National Center for Recreation and Conservation

**Title**

Serving Cooperators, FY 2002: A Report on Selected Programs of the National Center for Recreation and Conservation

**Author(s)**

Hollenhorst, Schuett, and Whisman

**Summary**

Serving Cooperators 2002 is the fourth annual evaluation on how well selected programs of the National Center for Recreation and Conservation (NCRC) are serving its customers. It is part of the continuing effort to meet the requirements called for in the Government Performance and Results Act (GPRA) of 1993 (P.L. 103-62), which requires that all federal agencies conduct both strategic planning and performance measurement for the purpose of improving program effectiveness and public accountability.

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**Call #**

**Park(s)**

NPS

**Subject Area**

Evaluation, Government Performance and Results Act, Cultural Resource Partnership Programs

**Key Words**

Government Performance and Results Act ; GPRA ; strategic plan ; performance management ; performance measure ; customer satisfaction

**Title**

Serving Customers, FY 2002: A Report on Customer Satisfaction with Selected Programs of the National Park Service's Cultural Resource Partnership Programs

**Author(s)**

Hollenhorst, Schuett, and Whisman

**Summary**

Serving Customers FY 2002 is the fifth annual evaluation of how well selected programs of the National Park Service's (NPS') cultural resource partnership programs are serving their partners and customers through technical assistance, training, and educational materials. The first four reports evaluated exclusively selected programs of National Center for Cultural Resources (NCCR). This and future evaluations will include programs from other Centers and NPS field offices. The Government Performance and Results Act (GPRA) of 1993 (5 U.S.C. 306 and 31 U.S.C. 1115 et seq.), requires that all federal agencies conduct both strategic planning and performance measurement for the purpose of improving program effectiveness and public accountability. The National Park Service has identified customer satisfaction as a key element of its Strategic Plan.

**Call #**

**Park(s)**

9 NPS units

**Subject Area**

Visitor study, Diversity, Ethnicity, Visitor services

**Key Words**

diversity ; outdoor recreation ; recreation experience ;  
African American ; policy ; race ; ethnicity ; gender ;  
social class

**Title**

State of the Knowledge Report: The Association of  
Race/Ethnicity, Gender, and Social Class in Outdoor  
Recreation Experiences

**Author(s)**

Roberts and Rodriguez

**Summary**

Much of the research examining the variables of ethnicity, gender, and social class in relation to outdoor recreation participation are examined either independently or in duality (e.g., race and class, gender and ethnicity). The few studies that have included an intersection of all three factors have investigated the relationship of these variables to participation patterns primarily in general leisure activities. To date, no studies have been found that consider why the intersection of these variables, and subsequent impacts on outdoor recreation experiences, is critical for managers of our National Parks to understand. An annotated bibliography can be found in the appendix of this report.

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**Call #**

**Park(s)**

NPS

**Subject Area**

Statistical Abstract, Recreation, Forecast, Visitation

**Key Words**

visitation ; recreation ; statistics ; forecast ; area ; state ;  
region ; population center ; overnight ; visitor day ;  
acreage ; non-reporting

**Title**

Statistical Abstract: 2003

**Author(s)**

PUSO

**Summary**

Timely, reliable and useful information is fundamental to effective management and planning in the National Park Service. The Social Science Program's Public Use Statistics Office collaborates with field staff to conduct a program of collecting and analyzing monthly public use data, as well as continuous auditing of counting procedures to create a store of accurate visitation data. This report outlines the results of this cooperative effort to quantify park visitation for the year 2003.

**Call #**

**Park(s)**

30 units

**Subject Area**

National Parks, Safety, Demographics, Survey

**Key Words**

National Parks ; Hazard ; Risk ; Activities ; Accidents ; Survey ; Sampling ; Visitors ; Visitation ; Management ; Responsibility

**Title**

A Survey of Visitor Safety in the National Park System

**Author(s)**

Golding, Krueger, and Tuler

**Summary**

This report describes the methods and results of a survey of visitor safety that occurred in 30 National Park units. The survey was conducted in two parts. Surveys were distributed at seven parks between January 27 and March 25, 2001 (the "winter survey"). Additional surveys were distributed at all 30 parks (including the 7 surveyed in winter) between May 23 and August 15, 2001 (the "summer survey"). The data were analyzed between September and November 2001. The objective of the project was to gather information on visitor perceptions of risk, visitor perceptions of safety messages and other safety related management activities, and visitor risk behavior. To gather this information, the project team developed a concise, readable, but comprehensive questionnaire for distribution at 30 selection National Park units.

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**Call #**

**Park(s)**

PAIS

**Subject Area**

Padre Island National Seashore, Visitor Survey, Visitor Characteristics, Visitation

**Key Words**

Padre Island National Seashore ; site visitation ; visitor characteristics ; General Management Plan ; Florida

**Title**

A Survey of Visitors to Padre Island National Seashore: A Final Report

**Author(s)**

Scott and Lai

**Summary**

The survey questionnaire was created in consultation with staff at PAIS. It was designed to ascertain information about patterns of use (e.g., where people visited, group composition), activities in which visitors participated, motives for visitation, opinions about resource degradation, opinions about management-related plans and issues, and population characteristics of visitors.



**Call #**

**Park(s)**

YOSE

**Subject Area**

Yosemite National Park, Visitor study, Interpretive media, Human-wildlife interaction

**Key Words**

signs ; interpretive signs ; black bear ; communication ; risk ; outdoor recreation ; visitor perception ; attention-paying ; wildlife management ; campground ; safety

**Title**

Tests of Perceived Risk and Attention Paying To Bear Safety Signs in Yosemite National Park

**Author(s)**

Hall, Ham, and Lackey

**Summary**

This three-year study examines how Yosemite National Park addresses the continuing problem of human-black bear interactions with its interpretation and communication efforts, and the extent to which these efforts are guided by contemporary communication theory. This report summarizes the results and findings from research efforts conducted in 2002 (the final year of the study). It also provides a series of recommendations for strengthening the current interpretive communication program, with the ultimate goal of improving the human-black bear management program and reducing the number of problem bear incidents in Yosemite.

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**Call #**

**Park(s)**

BLRI

**Subject Area**

Blue Ridge Parkway, Transportation study, Visitor survey, Carrying capacity

**Key Words**

visitors ; visitor use ; travel patterns ; parkway ; General Management Plan ; environmental impact ; traffic study ; parking ; GMP

**Title**

Transportation Data Collection: Blue Ridge Parkway: December 2002

**Author(s)**

Hart

**Summary**

In August 2002 a study of visitor use and carrying capacity was conducted along the Blue Ridge Parkway. The study consisted of directional traffic counts, parking information, and roadside surveys. This report is intended to provide information on transportation and vehicular circulation of Park visitors and others who drive along the Parkway. This information will be used to support the General Management Plan and Environmental Impact Statement to be subsequently completed for the Blue Ridge Parkway.

**Call #**

**Title**

Trends in Demographics and Information Technology  
Affecting Visitor Center Use: Focus Group Report

**Park(s)**

NPS

**Author(s)**

Gramann

**Subject Area**

Visitor Centers, Planning, Information Technology,  
Demographics

**Summary**

On March 11, 2003, a focus group organized by the National Park Service (NPS) Park Planning and Special Studies Program and the NPS Social Science Program met at Turkey Run Park on the George Washington National Parkway. The purpose of the meeting was to assist the NPS in planning visitor centers and related projects that are cost-effective and of appropriate scope and size. The focus group provided information on trends in demographics and information technology that could inform the planning and design of visitor centers and other park facilities.

**Key Words**

Visitors ; Visitor Center ; Facilities ; Planning ; Park Planning ; Special Studies ; Information Technology ; Interactive ; Demographics ; Expectations ; Recreation ; General Management Plans ; Cost-effective ; Great Falls Park ; Focus Group

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**Call #**

**Title**

Usable Knowledge: A Plan for Furthering Social  
Science and the National Parks

**Park(s)**

NPS

**Author(s)**

Machlis

**Subject Area**

Social Science, Research, Visitor, Planning

**Summary**

Understanding the relationship between people and the parks is critical for protecting our natural resources and providing for public enjoyment of park lands. Hence, social science research is a necessary and important function of the National Park Service (NPS). This report presents a plan for social science in the NPS.

**Key Words**

social science ; social science program ; planning ; visitor ; research ; interpretation ; infrastructure ; mandate ; cooperative park studies unit ; visitation ; communities ; education ; outreach ; resource management

**Call #**

**Park(s)**

NPS

**Subject Area**

Visitation, Visitation forecasting, Visitor centers

**Key Words**

Visitation ; Visitation forecasting ; Visitor centers ; Planning ; Park planning ; Facility planning ; Visitor counting ; Facility design ; Recreation ; Heritage tourism

**Title**

Visitation Forecasting and Predicting Use of NPS Parks and Visitor Center: Focus Group Report

**Author(s)**

Gramann

**Summary**

On March 12, 2003 a focus group organized by the NPS Park Planning and Special Studies Program and the NPS Social Science Program met at Turkey Run Park on the George Washington Memorial Parkway. The purpose of the meeting was to assist the NPS in planning visitor centers and related projects that are cost-effective and of appropriate scope and size. The focus group provided information on trends in visitation forecasting and recreation and tourism demand modeling that could inform the planning and design of visitor centers and other park facilities. Group participants discussed ways in which qualitative and quantitative approaches to population change and participation in recreation and tourism activities could be applied to predict use of parks and visitor centers up to 20 years into the future.

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**Call #**

**Park(s)**

BRCA/PORE/COLM

**Subject Area**

Visitor behavior, Visitor center, Traditional exhibitry, Multimedia exhibitry

**Key Words**

visitor ; visitor center ; behavior ; response ; exhibit ; kiosk ; traditional exhibitry ; interactive ; multimedia ; informal learning environment ; Bryce Canyon National Park ; Colorado National Monument ; Point Reyes National Seashore

**Title**

Visitor Behavior In Response To Traditional And Interactive Multimedia Learning Kiosk Exhibitry In the National Park Service Visitor Center Setting

**Author(s)**

Peterson

**Summary**

Among a wide range of non-formal educational institutions, visitor centers in National Parks provide information, emergency assistance, and other services to people who visit the sites. Part of a visitor's experience begins with exploring educational exhibits and displays within the facility; one of which is the computer-generated exhibit. Known as interactive multimedia, these computer-generated exhibits can emit sound, graphics, interactive displays, and video footage through the touch of a visitor's finger. Yet little is known about visitors' responses to traditional exhibitry and interactive multimedia learning kiosk exhibits in the United States National Park Service visitor center setting. The purpose of this study is to compare visitors' responses to traditional exhibits and interactive multimedia learning kiosk exhibits in these visitor centers.

**Call #**

**Park(s)**

NPS

**Subject Area**

Social Science Research Review, Visitor, Carrying capacity, Recreation experience

**Key Words**

adaptive management ; visitor capacity ; park-dependent experience ; park resources ; resource values ; park setting ; psychological outcomes ; recreation experience ; recreation opportunity ; professional judgment ; human-environment relationship

**Title**

Visitor Capacity in the National Park System

**Author(s)**

Hass

**Summary**

The paper reviews social science research on visitor capacity relevant to units of the National Park System (NPS). Visitor capacity is defined as a prescribed number and type of people that an area will accommodate given the desired natural/cultural resource conditions, visitor experiences; and management program. Some 40 years of scientific investigation illustrates the complexity of the interaction between human use and park resources. This paper provides insights from environmental psychology on person-environment relationships, nine capacity-related research findings, a matrix of NPS studies, and recommendations for a program of research.

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**Call #**

**Park(s)**

ROMO

**Subject Area**

Visitor study, Rocky Mountain National Park, Normative approach, Carrying capacity, Outdoor recreation

**Key Words**

Rocky Mountain ; crowding ; carrying capacity ; norm ; satisfaction ; tolerance ; visitors ; Alpine Visitor Center ; Bear Lake ; Longs Peak

**Title**

Visitor Crowding and Normative Tolerances at Congested Areas of Rocky Mountain National Park

**Author(s)**

Lehto and Vaske

**Summary**

This report summarizes responses from visitors to three locations (Alpine Visitor Center, Bear Lake and Longs Peak) in Rocky Mountain National Park. Three social impact indicators (i.e., perceived crowding, normative tolerances for other visitors, and visitor satisfaction) are examined. Management standards are suggested based on the findings from this park and similar carrying capacity studies.

**Call #**

**Park(s)**

ROMO/YELL

**Subject Area**

Visitors, Visitor Centers, Rocky Mountain National Park, Yellowstone National Park

**Key Words**

visitors ; visitor centers ; media ; media design ; personality ; visitor experience ; sensory experience ; cognition ; affiliation ; exercise ; crowding ; traffic ; survey ; Rocky Mountain National Park ; Yellowstone National Park

**Title**

Visitor Experience and Media Effectiveness Rocky Mountain and Yellowstone National Parks: Fall 2003

**Author(s)**

Eisenberger, Loomis

**Summary**

The purposes of this study were (a) to develop a basic understanding of how visitors' differing personality traits act in combination with media and other experiences to influence the quality of visitors' park experiences, and (b) to develop methodologies that could be used in the future to design and evaluate media for achieving optimal visitor experiences and resource protection objectives.

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**Call #**

**Park(s)**

GRTE

**Subject Area**

Grand Teton National Park, Visitor characteristics, Visitor study, Wilderness

**Key Words**

visitors ; critical issues ; place attachment ; demographics ; visitor experiences

**Title**

Visitor Survey -- Summer and Fall 2000: Grand Teton National Park

**Author(s)**

Smaldone

**Summary**

This report describes the results of a visitor survey conducted in Grand Teton National Park during July 24-October 26, 2001. A total of 649 surveys were distributed, and visitors returned 493 surveys, for a response rate of 76%. The study findings suggested that the most commonly cited qualities that visitors wanted to see preserved in GTNP were naturalness/beauty (34% of responses), wildlife (19%), large expanses of undeveloped land (8%), and the cleanliness and purity of the area (5%). The most commonly listed threats to the above qualities of GTNP included too many people (19% of responses), the increase in commercialization by businesses (16.5%), an increase in cars/RVs (6%), and local pollution (5%).

**Call #**

**Park(s)**

NPS

**Subject Area**

Visitor study, Visitor characteristics, Interpretation, Interpretive media

**Key Words**

Visitor Services Project ; interpretation ; interpretive media ; visitor ; visitors ; visitor studies ; evaluation

**Title**

Visitor Use and Evaluation of Interpretive Media: A Report on Visitors to the National Park System

**Author(s)**

Forist

**Summary**

This report documents visitor use and evaluation of 9 types of interpretive media and ranger-guided programs by visitors to selected units of the National Park System. Evaluation of interpretive media is based on visitor assessments of the importance and quality of media types used. This report is an analysis of data 23 individual Visitor Services Project (VSP) studies conducted in 1997, 1998, and 1999.

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**Call #**

**Park(s)**

GLCA

**Subject Area**

Glen Canyon National Recreation Area, Visitor characteristics, Visitor study, General Management Plan

**Key Words**

Personal watercraft ; Personal watercraft users ; demographics ; visitor experiences ; satisfaction ; user conflicts ; recreation conflicts ; visitor preferences ; psychological benefits ; physiological benefits

**Title**

Visitor Use at Glen Canyon National Recreation Area, Comparison of Personal Watercraft Users and Nonusers Fall 1999 Data Collection

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Summary**

During the fall of 1999, the Cooperative Park Studies Program (CPSP) at the University of Minnesota conducted the first phase of a three-part project to gather information about visitors to Glen Canyon National Recreation Area (NRA). The study sought to provide information to managers about visitors' perceptions of Glen Canyon NRA, including information about (a) conflicts between personal watercraft (PWC) and non PWC operators, (b) experiences and benefits from using the area, (c) management in the area, and (d) satisfaction with their trips. This study provides the information needed by managers at Glen Canyon NRA to institute specific strategies and actions to address potential visitor conflicts and related issues.

**Call #**

**Park(s)**

GLCA

**Subject Area**

Glen Canyon National Recreation Area, Visitor characteristics, Visitor study, General Management Plan

**Key Words**

Personal watercraft ; Personal watercraft users ; demographics ; visitor experiences ; satisfaction ; user conflicts ; recreation conflicts ; visitor preferences ; psychological benefits ; physiological benefits

**Title**

Visitor Use at Glen Canyon National Recreation Area, Comparison of Personal Watercraft Users and Nonusers Spring 2000 Data Collection

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Summary**

The study sought to provide information to managers about visitors' perceptions of Glen Canyon NRA. Findings of the third phase of the three-part visitor study at Glen Canyon NRA allow managers, planners, and others to understand the characteristics and perspectives of summer visitors better. In addition to providing basic demographic information, the study gives insight into visitor motives, benefits derived from experiences at the NRA, potential problems, perceptions of crowding, degree of support for specific management actions, and general visitor satisfaction. Without such information, decisions affecting future management of Glen Canyon NRA would be based primarily on speculation of visitor experiences and opinions.

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**Call #**

**Park(s)**

GLCA

**Subject Area**

Glen Canyon National Recreation Area, Visitor characteristics, Visitor study, General Management Plan

**Key Words**

Personal watercraft ; Personal watercraft users ; demographics ; visitor experiences ; satisfaction ; user conflicts ; recreation conflicts ; visitor preferences ; psychological benefits ; physiological benefits

**Title**

Visitor Use at Glen Canyon National Recreation Area, Comparison of Personal Watercraft Users and Nonusers Summer 2000 Data Collection

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Summary**

The study sought to provide information to managers about visitors' perceptions of Glen Canyon NRA. Findings of the third phase of the three-part visitor study at Glen Canyon NRA allow managers, planners, and others to understand the characteristics and perspectives of summer visitors better. In addition to providing basic demographic information, the study gives insight into visitor motives, benefits derived from experiences at the NRA, potential problems, perceptions of crowding, degree of support for specific management actions, and general visitor satisfaction. Without such information, decisions affecting future management of Glen Canyon NRA would be based primarily on speculation of visitor experiences and opinions.

**Call #**

**Title**

Visitor Use at Pictured Rocks National Lakeshore:  
Comparison of Backcountry and Frontcountry Users  
Summer 2000

**Park(s)**

PIRO

**Author(s)**

Anderson, James, Thompson, and Warzecha

**Subject Area**

Pictured Rocks National Lakeshore, Visitor  
characteristics, Visitor study, General Management Plan

**Summary**

During the summer of 2000, the Cooperative Park Studies Program (CPSP) at the University of Minnesota conducted the second phase of a three-part project to gather information about visitors to Pictured Rocks National Lakeshore (NL). The study sought to provide information to managers about visitors' perceptions of Pictured Rocks NL, including information about (a) conflicts between different user types, (b) experiences and benefits from using the area, (c) management in the area, and (d) satisfaction with their trips. This study provides the information needed by managers at Pictured Rocks NL to institute specific strategies and actions to resolve visitor conflicts and related issues. Results will also aid long range planning related to visitor management of the Lakeshore. The second phase of the study examines summer use and focuses on two types of visitors: (1) backcountry users and (2) frontcountry users.

**Key Words**

visitors ; demographics ; visitor experiences ;  
satisfaction ; user conflicts ; recreation conflicts ; visitor  
preferences

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**Call #**

**Title**

Wildlife-Human Interaction in National Parks in Canada  
and the USA

**Park(s)**

NPS

**Author(s)**

Bath and Enck

**Subject Area**

Social Science Research Review, Wildlife management,  
Human dimension, Public involvement

**Summary**

The chance to view wildlife draws millions of visitors each year to the national parks of North America. The combination of a large number of people and abundant wildlife leads to a variety of wildlife-human interactions. In this paper the authors explore the nature of those wildlife-human interactions, theoretical frameworks social scientists are using to understand those interactions, and approaches used by national parks across North America to manage those interactions.

**Key Words**

Wildlife-human interactions ; wildlife ; national park ;  
Parks Canada ; attitudes ; human dimension ; conflict ;  
harassment ; non-consumptive wildlife use ; public  
involvement



**Call #**

**Park(s)**

YELL/GRTE

**Subject Area**

Winter Use, Visitor Survey, Grand Teton National Park, Yellowstone National Park

**Key Words**

Visitor ; Visitor survey ; Demographics ; Recreation ; Trip characteristics ; Snowmobile ; Welfare ; Supplemental Environmental Impact Statement ; Alternative management plan ; Grand Teton National Park ; Yellowstone National Park

**Title**

Winter 2002-2003 Visitor Survey: Yellowstone and Grand Teton National Parks: Final Report

**Author(s)**

Mansfield, Phaneuf, Johnson, and Whitmore

**Summary**

During the 2002-2003 winter season, RTI International, under contract with MACTEC Engineering and Consulting, Inc., BBL Sciences, and the National Park Service (NPS), conducted the Winter Visitor Survey for Yellowstone and Grand Teton National Parks. The survey was designed to provide information about current recreational winter use of the parks, expenditures and trip characteristics of current winter visitors, seasonal trips by snowmobile riders and other winter recreators to the parks and other sites in the region, the change in visitor welfare (consumer surplus) for day trips to the parks under different conditions, and changes in visitation in response to alternative management plans.

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